



Stormsaver Job Description

Maintenance Scheduler



SCAN
TO LEARN
ABOUT US

Introduction to Stormsaver

Stormsaver are the UK market leader in water reuse, specialising in Rainwater Harvesting, Greywater Recycling and Active Attenuation. We also have a dedicated team who carry out maintenance of these systems across the UK.

We are an award winning business, led by a dynamic and creative leadership team. We are passionate about water conservation and how our products and services will make a positive difference to the approaching global water shortage. We are always keen to invest in our employees and value recognition of success. We are professional and our values include honesty, integrity, quality and agility.

Maintenance Scheduler

Reporting to:

Operations Manager

Working with:

Operations Team, Engineering Team & Production Team. Co-ordinating with Sales Team & Finance Team.

The Opportunity

Stormsaver are searching for the newest member of their growing operations team in the role of Maintenance Scheduler. This is an exciting role where the successful candidate will work closely alongside the other schedulers and engineers, as well as being a pivotal support for all other teams within the business. You will be instrumental in providing a high-quality service to our clients, to ensure maintenance visits are booked in a timely manner whilst still ensuring our engineering team are equipped with everything they need to complete their jobs. You will play a key part in the delivery and assisting other departments to meet the company's needs.

What to Expect

As Maintenance Scheduler your role is instrumental to the smooth running of the operations team. You will ensure effective scheduling of all service and maintenance visits, via orders received within the maintenance sales department. This will involve scheduling engineer and subcontractor visits to site, arranging deliveries, booking hotels and transport, as well as issuing relevant paperwork whilst providing excellent customer service. On a day to day basis you will liaise with colleagues from all areas and levels of the business as well as external teams of contractors, clients and suppliers.

You will work closely with every team within the business to ensure a seamless process post sale. You will be detail-driven, be able to multi-task across a range of projects and be an experienced self-starter. You will need to be able to work under pressure and have the confidence to think on your feet.

You'll strive to maintain good relationships with customers via phone and email communication. As well as Microsoft programs, regular use of external portals will be required for some customers.

Water Reuse Specialists

T: 01636 815 254

W: www.stormsaver.com



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Responsibilities

- Liaise with the maintenance sales team to ensure a smooth handover of maintenance projects
- Actively plan, arrange and coordinate all engineer visits to site, ensuring effective time and cost management to maximise profits and engineers' well being
- Use the CRM & Outlook to add information to engineers calendars, ensuring they have all the information required to carry out the work
- Send out basic health and safety paperwork
- Ensure any site paperwork is completed prior to the visit where requested
- Make hotel and travel arrangements for all engineers
- Keep a record of hotel costs for budgets
- Liaise with clients and suppliers to arrange the delivery of parts to site
- Liaise with and schedule subcontractors attending site
- Act as the ultimate point of contact for clients should any issues arise
- Provide technical assistance for clients (training provided)
- Ensure engineers are fully prepared with necessary documentation and equipment prior to arrival on site
- Liaise with the accounts team to issue invoices upon completion of work orders, keep on top of any outstanding visits and raise pro forma invoices
- Liaise with the workshop staff with regards to stock and allocate stock needed for site visits or dispatch
- Work closely with the rest of the operations team to ensure procedures are followed and records are kept up to date
- Provide support and cover within the operations team as directed
- Undertake ad-hoc projects as requested

Skills

You will need to have:

- High level of competency with MS Office, notably Outlook
- Ability to think on your feet and be self-motivated
- Ability to multi-task
- Ability to work under pressure and problem solve
- Confident telephone manner
- Independence and self-reliance
- Organised and methodical, with attention to detail
- Excellent communication skills, both written and verbal
- Be personable, friendly and have excellent listening skills
- Enthusiastic and hardworking attitude
- A team player

Experience

You will need to have:

- Experience using Microsoft office program, particularly Outlook
- Experience using Google maps (or similar) to search locations and create routes with multiple stop points.
- Basic understanding of health & Safety

Whilst not essential, it would be an advantage to:

- Have experience scheduling jobs, visits or people
- Have experience using a CRM System
- Have worked within the construction industry, water industry or similar field
- Good knowledge of UK Geography
- Customer service experience



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The Package

- Full time position based at Hockerton, near Southwell in Nottinghamshire
- Office hours 8.30am - 5pm, Monday - Friday.
- Free parking on site.
- Company pension scheme.
- 20 days holidays per year plus 8 bank holidays - Additional holiday can be accrued after 2 full years service up to a maximum of 5 additional days.
- Regular training provided
- Full Christmas shutdown period.
- Working with a passionate, friendly team of experts in an industry which is about to grow hugely

Apply now

Email your CV and Cover Letter to careers@stormsaver.com

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