

JOB DESCRIPTION

JOB TITLE: Maintenance Manager

DEPARTMENT: Maintenance

1. MAIN PURPOSE OF JOB

The primary focus of this role is to provide day to day management of the maintenance department with responsibility for Health and Safety, Quality, Customer retention/satisfaction and financial performance including management of the P & L.

Team performance will be managed through a number of key performance indicators including first time fix, response times, customer complaints, invoice disputes, sales lead generation, utilisation and customer signature collection.

Customer complaints and attrition require proactive management with the root causes being identified and addressed to prevent future reoccurrences. The maintenance manager is responsible for achieving budgeted Maintenance Revenue and Margin through the delivery of excellent customer service.

2. POSITION IN ORGANISATION

The Maintenance Manager reports to the Operations Director.

3. SCOPE OF JOB

Main Responsibilities

- To achieve and endeavour to exceed annual budgeted revenue and margin as set by the directors of the company.
- To work in partnership with the Operations Support Manager to deliver the highest standards of customer service, minimising the time to fix reported faults and maximising engineer utilisation through efficient scheduling. Maintaining ongoing reviews of engineer areas in line with call demands and changes to the contract base.
- Ensure the timely and accurate completion of engineer's electronic time sheets, expenses, XDA's and other relevant documentation in line with agreed procedures
- To provide a timely and professional response to customer complaints and credit control disputes (written, verbal or through site attendance) keeping progress updated in the feedback system, ensuring customer satisfaction is maintained.
- The six monthly completion of engineer and contractor audits to ensure adherence to health and safety, quality standards, professionalism and company defined procedures including ISO9001:2008.
- Regular assessment and management of team and individual performance through KPI's, customer feedback, audits, personal development reviews and general observations to ensure that the company meets its contractual obligations.
- To enhance the best possible customer experience by ensuring the provision of ETA's to all customers.
- Manage the team to achieve the companies expected response times, first fix and utilisation rates.
- Motivate the engineers to work together to achieve the companies goals
- Team Training and development
- To ensure the provision of out of hours callout cover, being the point of escalation in the event of engineer or customer escalation (arranging cover in your absence)
- Work together with the store's department to ensure that required parts are sourced on a timely basis. In addition, to ensure that parts are returned to the stores in a timely manner for repair or disposal in line with WEEE and Hazardous waste regulations where relevant.
- Manage the fleet of company cars to include congestion charging, Insurance, replacement vehicles and car hire.

- Management of the maintenance team to ensure optimum number of customer signatures and sales leads are obtained for maintenance contracts and Day works
- Management of the maintenance team to ensure adherence to company policies
- The creation of Management reports as required
- Work together with the stores department to ensure poor quality or faulty equipment is recorded in the feedback system and issues are addressed to maintain high levels of customer satisfaction.
- Ensure the maintenance team accurately record and control the movement of stock to minimise negative impact to the P & L. Work with the Stores and Purchasing Manager to ensure van stock takes are conducted on a six monthly basis.
- To analyse time and materials, chargeable maintenance and day works jobs on a monthly basis where the margin is below budgeted levels. Reporting promptly each month on the reasons and implementing corrective actions without delay.
- To immediately investigate the reason for poor surveys provided to the estimation team and address the underlying causes to ensure there are no delays in the production of customer quotes.
- Undertake Customer care visits on a monthly basis and report your findings
- To conduct regular team meetings and tool box talks. Keeping the team informed regarding customer and financial performance, seeking feedback on issues affecting quality, efficiency and health and safety.

4. **AREAS OF RESPONSIBILITY / ACCOUNTABILITY**

- Team Health and Safety
- Adherence to ISO9001 quality standards
- To ensure the availability of equipment for long term contracts
- Team compliance with WEEE and Hazardous Waste regulations
- Team Training and Development
- Achievement of KPI targets
- Ensure that the team meet the companies contractual obligations
- Customer Service Delivery and retention
- Accurate record keeping for the team
- Achievement of budgeted maintenance revenue and margin
- Stock control
- Job margin reporting and control
- Survey quality
- Customer Care Visits

5. **KEY INTERFACES**

- **Internal:**
Stores Manager/coordinator, Operations admin department, Credit control, Business Development consultants and the Operations Director
- **External Businesses:**
Contractors, Equipment suppliers, Managing Agents, Facility Managers
- **Professional organisations:**
NICEIC, CAI

This job description may be subject to change in line with the needs of the business but represents key responsibilities at the time of being issued.