



Job Description: Aftercare / Technical Support

Summary of Role

Working closely with the Customer Services Manager & Head of Installations, the Technical Support person will be responsible for running our aftercare schedule, liaising with customers, fitters and our remedial team. Providing support to our Fitters (both employed and sub-contracted), Regional Contracts Managers and Customer Service team by answering day to day technical queries and ensuring fitters have all relevant SOPs.

Responsibilities

- Provide technical support to the team and customers on all elements including fast tracks and site requisitions.
- Manage the provision of the aftercare service from the Department to customers.
- Responsible for the administration of the scheduling of remedials.
- Monitor the progress of each remedial through reports.
- Responsible for the progress review of aftercare visits on a weekly basis.
- Responsible for assisting in the continuous development of the aftercare process.
- Assist the Technical Manager with developing Installation teams SOP's for Contracts Managers, Fitters and Sub Contractors.
- Answer the telephone, monitor emails and deal with enquiries accordingly.
- Assist the Head of Installations with ensuring quality issues are raised. Where necessary assist Project Managers with raising quality issues.

Essential Skills and Experience

- Experienced Timber Frame Installer or Project Manager
- Excellent communication skills
- IT literate
- Light construction background
- Excellent communication skills via email, telephone and face to face.
- Excellent ICT skills.

The above statements are intended to describe the general nature and level of work being performed by staff assigned to this job role. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required. All staff may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Prepared by: _____ Date: _____

I accept the contents of this job description.

Signed: _____ Date: _____

Name: _____