

Customer Service Advisor - Jersey

Amalgamated Facilities Management Ltd is currently recruiting for a **Customer Service Advisor** to join our busy Customer service Team in Jersey.

The Customer Service Advisor will be a confident, personable and approachable individual and will help with the day to day planned and unplanned (reactive) activity. They will ensure a quality service is delivered across a range of tasks associated with their role and that all duties are performed in a proficient and efficient manner ensuring contractual obligations and client expectations are achieved.

The successful candidate will join an existing team of advisors

- Assisting in the planning and coordination of the reactive works on our clients' portfolios in conjunction with the other Service Desk staff.
- Populating and updating data on our own CAFM system, as well as 3rd parties own systems, in a timely manner to allow correct reporting for both AFM and their clients
- An appreciation of construction, mechanical, electrical engineering & shop fitting trades and their practices is desirable but not an essential

This role would suit someone with a can do attitude who is looking for a varied role with a hands on approach. It is essential to have strong interpersonal skills, be highly organised, be able to problem solve and have a strong sense of the importance of their function to the team.

Additional info for this role:

- This is a full time position (Monday – Friday 08:00 – 17:00)
- Due to the nature of the work the successful applicant will be required to undertake a full police disclosure.

If you would like to find out more information about this role, please contact our Human Resources team on 01534 877688 or forward your CV to: *Human Resources, Amalgamated Facilities Management Ltd, CTV House, La Pouquelaye, St Helier, Jersey, JE2 3TP* or by email to: ***hr@amalgamatedfm.com***