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| Job Title: | **CONTROLLER** | Reporting To: |  |
| Department/Group: |  | Job Code/ Req#: |  |
| Location: |  | Travel Required: | NO |
| Level/Salary Range: |  | Position Type: |  |
| HR Contact: | Susan Collins | Date Compiled: | 14.02.2018 |

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| Job Description |  |
| To ensure that all customer requirements are dealt with appropriately within company guidelines and procedures whilst ensuring effective use of company assets and resources. |

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| Roles and responsibilities |
| * Ensures effective allocation of work to a team of mobile and site based engineers
* Ensures compliance with all element of Health and Safety legislation
* Effectively undertakes all service and breakdown resource allocation to ensure all customer requirements are met in full
* Deals with customer enquiries and orders in a professional manner and responds to requirements as a matter of urgency. Ensure potential sales are converted into orders.
* Ensures timely and complete adherence to all company administrative procedures.
* Ensures operation within key performance indicators as specified for location.
* Supervises field and site based staff to ensure optimum productivity
* Supports administration department to ensure smooth billing and administrative control of all jobs
* Refers issues outside own sphere of decision making authority to Control Team Leader/Location Manager
* Undertakes other duties which the company may from time to time reasonably request.
* Complies with all aspects of ISO 9001:2015 under your remit

Qualifications and Education Requirements * Basic Education required
* Day to day supervision of Mobile Engineers
* Employs limited technical skill without direction

Preferred Skills * Requires limited authorization of manager

**EFFECT OF ERRORS ON THE COMPANY*** Major effect on customers and significant loss of revenue

 **Range of relationships** Cross functional relationships, extensive outside contact |
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| Approved By:Job Holder |  | Date: |  |
| Manager |  | Date |  |