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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 |  |