

Job Description

Role: Support Specialist – Maintenance Planner

Location: Hybrid – Home (&/OR) Office, St Albans, Hertfordshire, AL1 4TA

At Amthal, we aim to invest and empower you to continue our mission of being the nation's trusted commercial fire and security partner whilst maintaining our friendly and supportive culture.


Join our team where your dedication and integrity will be recognised with opportunity and progression whilst ensuring a healthy work life balance.


We're proud to be one of the nation's trusted security and fire protection partners. Our success lies in creating a working environment where every individual is motivated to work together and exceed the expectations of our customers.


We value our people and will support you to deliver on all aspects of our business with integrity and dedication.


Team member benefits include:


- 9 day working fortnight
- Field based team paid door to door
- An accredited Living Wage employer
- Continuous professional development and ongoing training
- Careers progression via both technical and managerial pathways
- Wellness & Employee Assistance Programme (EAP)
- YuLife – The #1 rated benefits programme
- Quarterly one-to-one check-ins with your line manager
- 25 days' holiday, plus Bank Holidays, increasing to 35 days (1 day extra per annum to 30 days and a further 5 days after 10 years)
- Flexible and remote working where possible
- A company culture that promotes work life balance
- Access to mental health care support
- Team member of the month recognising outstanding contribution
- Annual company day to share successes and strategic plans
- Death in service insurance
- Salary sacrifice pension scheme

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Registered office: 1 Executive Park, Hatfield Road,
St Albans, Herts, AL1 4TA

AMTHAL
FIRE & SECURITY

IPL
MAINTENANCE
SERVICES

Company Overview

Amthal Group is a newly formed independently owned group of established businesses who design, install, maintain, and monitor electronic life safety and security systems.

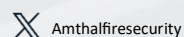
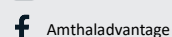
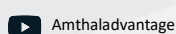
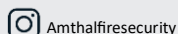
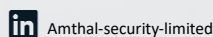
Amthal Fire & Security (AFS) established 2000 operate from St Albans in Hertfordshire with current sales of £5.5m and 65 team members. Integrated Protection Maintenance Services (IPL) established 2005 operate from Coleshill in Birmingham with current sales of £1.9m and 14 team members. The combined vision of the group is to scale a sustainable and dynamic group of businesses through continuous investment & development in its people.

With ambition to achieve revenue of £12m by 2026 and a mission to provide compliant protection, unrivalled customer experience and professional service. Committed to achieving operational excellence, through empowering and developing, exceptional talent, to maintain our friendly and supportive environment.

Role Overview

An exciting opportunity for a driven individual who is looking to become part of an ambitious and growing business. You will be joining our established and successful organisation and become a valued member of our operations team. The role utilises the latest SaaS technology systems and requires continues two-way communication to successfully coordinate the engineering team. An individual with the ability to confidently learn and operate new software systems would thrive in this position.


All aspects of the role must be performed in line with the business's values to realise our vision by providing unrivalled customer experience and professional service to our clients. The position requires high levels of self-motivation, organisation and must be performed with integrity and dedication. In return we are committed to empowering and developing exceptional talent, maintaining our friendly and supportive environment to ensure we get it right first time every time.





Key Responsibilities


- Prepare the preventive maintenance schedule monthly in line with company KPI's.
- Maximise technician time by ensuring effect scheduling.
- Identify if SSP's are required, and work with the partner specialist to ensure the scheduling.
- Review and effectively reschedule jobs that have not completed.
- Communicate and build relationships with our customers,
- Deliver an unrivalled customer experience by answering customer calls, in line with the company target of 80%+ within 15 seconds.
- Respond to customer emails within 48hours to ensure efficient communication.
- Administrating job reports from the field engineers.
- Raising customer invoices within 7 days of engineer attendance.
- Responding to reactive works in a proactive way, Raising further works, and quoting requests within 24 hours, from engineer job reports.
- Work inline with relevant KPI's to ensure we are meeting customers SLA's and our accreditation.
- Manage and prioritise your workload in a fast-paced environment
- Working closely with all members of the operations team
- Working closely with account managers to provide a high level of customer service
- Be involved in supporting new customer support software's.
- To provide cover to colleagues in the operations department when the need arises
- Answering emails & telephone calls from internal colleagues
- Utilising Amthal's and client's SaaS software packages including simPRO, Fix Flow & Pro Net


We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

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