

## Operations Co-Ordinator Job Guide

We are looking for an outgoing, high energy and talented administration professional to build excellent working relationships with customers and our field-based technicians – coordinating water hygiene and water treatment work to reduce the risk of legionnaires' disease at customer sites.

This varied job involves talking to technicians and customers throughout the day and coming up with solutions to a wide range of issues. You will thrive in a busy and varied job where you will have to think on your feet and come up with practical solutions. Working within the hub of the company you will be the critical link between customers and technicians.

You will need a very high level of personal organisation and planning skills, with the ability to prioritise and multi-task while remaining calm under pressure. Following business processes will be one of your core strengths and you will enjoy implementing improvements and embrace change.

In return we are offering a competitive salary (£26-28K DOE), plus profit related bonus scheme, pension and 28 days annual leave (inc bank hol) increasing with service. You will be working at our modern offices in Thornbury with parking.

### About you

- Genuine interest in learning about water hygiene
- A positive "will do" attitude
- You value being part of a team
- Live within a commutable distance of Thornbury
- Thrive in a technical environment

### Required Skills/Qualifications

- High level IT skills in Microsoft Office
- Post 16 qualification (ideally in Business)
- Degree desirable
- Excellent administration and organisational skills
- 2 years' experience in a previous operations role
- Experience in logistical planning

### Daily tasks

The role is varied and would suit someone who loves to juggle many tasks throughout the day and has an ability to constantly prioritise. Throughout the day you will be doing the following tasks:

- Processing sales orders into sales log and order book
- Booking in jobs with customers and making access arrangements

- Creating schedules for customers/technicians with details of site visits
- Use Schedule-IT (diary schedule software) to inform technicians of job details
- Match available labour and skill set with work available
- Ensure the day rate is achieved for technicians
- Offer practical solutions to issues for our field-based technicians
- Liaise with the sales team to ensure job runs smoothly
- Provide clear and comprehensive information for jobs
- Ensure the following weeks work is confirmed and booked
- Auditing of in-house electronic logbook portal

## Admin tasks

There are also more general admin tasks to ensure the smooth running of the operations department.

- Answer phone lines promptly and professionally
- Responding to email enquiries
- Logistical support - booking hotels, flights and hire cars
- Record & submit micro samples to laboratory
- Preparation of job sheets for invoicing
- New customer set up

## Why choose Dantek

We are an owner-managed family business who understand the importance of balancing work and home life. We get results by working as an effective and highly dedicated team focused on finding solutions to solve problems. We support each other and have some of the best trained people in our industry both out in the field and the office support team.

Working within a team, your ideas for improvements to our process are valued and solution-based problem solving is actively encouraged. You will benefit from ongoing technical training and nurture your genuine interest and curiosity in the prevention of Legionnaires' disease.

## Selection process

Applicants can apply via Indeed or direct to [jobs@dantek.co.uk](mailto:jobs@dantek.co.uk); shortlisted applicants will be sent an application form and short assessment to complete. Successful applicants will be contacted to arrange a first interview via video. Shortlisted candidates are then invited to our office for a second interview.