

|  | Job Description |                                    |
|-----------------------------------------------------------------------------------|-----------------|------------------------------------|
|                                                                                   | Role            | Customer Administration Apprentice |
|                                                                                   | Department      | Customer Services                  |
|                                                                                   | Reporting line  | Customer Service Manager           |

AFM (“the company”) are the largest provider of facilities management and associated building services in the Channel Islands. Our purpose is to deliver high quality, sustainable solutions for our customers and island communities.

### **Purpose of the Role**

The Customer Administration Apprentice is a trainee role designed to develop core administrative and customer service skills within a professional facilities management environment. The apprentice will work towards a recognised business administration or customer service qualification while gaining practical experience supporting day-to-day operations.

The role focuses on building knowledge of administrative processes, customer engagement, systems, compliance, and business operations. The post holder will provide high-quality administrative and customer support under supervision, contributing to efficient service delivery and a positive customer experience.

### **Key Responsibilities**

Under guidance, the apprentice will support in the following areas:

#### Service Desk / Helpdesk Operations

- Act as a first point of contact for incoming service requests (phone, email, CAFM system)
- Log reactive and planned work orders accurately within the CAFM system (e.g. JobLogic)
- Categorise, prioritise, and allocate jobs in line with SLA requirements and escalation procedures
- Monitor open jobs and ensure timely progression to meet response and resolution targets
- Escalate issues, delays, or risks to supervisors in line with defined processes
- Close jobs on the system with accurate notes, attachments, and customer updates

#### Customer Service

- Communicate with customers in a professional, responsive, and customer-focused manner at all times
- Provide updates on job status, attendance, and resolution
- Manage customer expectations in line with agreed service levels
- Build positive working relationships with internal teams and clients

#### Coordination & Scheduling

- Support scheduling of engineers, operatives, or service teams
- Liaise with supervisors, managers, and third-party contractors to coordinate works
- Ensure correct information, access requirements, and permits are captured before job allocation
- Assist in planning PPM (planned preventive maintenance) activities

#### Administration & Data Management

- Maintain accurate and up-to-date records in CAFM and business systems

- Ensure all job-related documentation (notes, times, materials, compliance records) is captured correctly
- Support reporting on service desk performance (e.g. SLA compliance, backlog, response times)
- Assist with document control and audit readiness

#### Compliance & Process

- Follow company procedures, service standards, and contractual requirements
- Support compliance activities such as audit tracking, certification records, and statutory maintenance logs
- Adhere to Health & Safety policies and escalate any concerns appropriately

#### **General Duties**

- Attend team meetings and 1:1s
- Collaborate across Business Support and operational teams
- Undertake additional tasks to support the effective running of the service desk

#### **Skills & Competencies**

##### Interpersonal & Communication Skills

- Clear and professional verbal and written communication
- Ability to build relationships with customers, engineers, and colleagues
- Confidence to ask questions and escalate where required
- Strong customer service mindset

##### Organisational Skills

- Ability to manage multiple tasks in a fast-paced helpdesk environment
- Strong attention to detail in data entry and system updates
- Ability to prioritise work in line with SLA requirements
- Effective time management and process adherence

##### Problem Solving

- Ability to follow structured processes to resolve issues
- Recognise when to escalate or seek support
- Develop a logical and methodical approach to task completion

##### Key Attributes

- Professional, reliable, and customer-focused
- Positive attitude and willingness to learn
- Proactive and organised
- Works well independently and as part of a team
- Maintains confidentiality and integrity

#### **Working Conditions**

- Office-based / service desk environment
- High-volume, fast-paced workflow with competing priorities

- Regular use of CAFM/helpdesk systems and communication tools
- Interaction with operational teams and customers daily

### **Training & Development**

The apprenticeship will include:

- Business Administration or Customer Service qualification
- CAFM/helpdesk system training (e.g. JobLogic)
- SLA, KPI, and service delivery training
- Health & Safety and compliance awareness
- Internal systems and FM operational understanding