

Job Overview:

Resource Planner

Job Title: Resource Planner	Location: Stevenage	Company: Gratte Brothers Catering Equipment Limited (GBCEL)
Reporting to: Customer Service Manager		

Job Purpose:

The purpose of this role is to allocate engineers and take responsibility for the job through to invoicing, ensuring outstanding tasks are actioned, materials and associated costs are accounted for, and the job is invoiced at a profit. Support the after-sales team by answering incoming telephone calls and responding to emails.

Key Areas of Responsibility:

- Forward plan Planned Preventative Maintenance (PPMs) 3 months in advance to ensure effective resource deployment whilst meeting agreed customer contract schedule.
- Develop forward plan for engineers working patterns 3 months in advance.
- Allocate engineers according to ability and area, taking into consideration contracted terms and maximising working hours.
- Calls to be allocated to engineers on the same day as the job is raised.
- Use the correct platform to communicate the job details to the engineers.
- Use call monitor to ensure efficient allocation.
- Ensure all calls are closed the next working day after completion and, if under query, no later than 7 days.
- Run a daily report on HOLD calls and action any outstanding tasks through to completion.
- Run weekly reports on all call statuses and update accordingly.
- Respond to information of delivered parts by allocating engineers and booking the return visit with site.
- Book in goods not delivered to the warehouse.
- Run daily reports on parts ready to be dispatched and allocate an engineer, booking the return visit with site.
- Communicate clearly with the warehouse and engineers regarding the despatch and collection of materials and tools.
- Run exception reports on all outstanding purchase orders, updating delivery dates on call to field and informing customers and interested personnel of any delays.
- Chase any outstanding 3rd party service sheets and invoices within 2 days of the engineers visit. Transfer the information from the documentation onto call to field, follow up any actions and process through to invoice.

- Account for all costs associated with the engineers visit including parking, congestion charges and materials uses.
- Invoice materials used from the correct site.
- Raise purchase orders for van stock replenishment.
- Raise purchase orders for spares that do not require an estimate.
- Carry out the administration for engineers' monthly stock checks.
- Support the monthly stock check process by responding to queries following through to completion.
- Ensure the movement of materials through part request or purchase order is complete.
- Answer incoming telephone calls and respond to emails within an appropriate timeframe.
- Update call notes on call to field.
- Follow the criteria for the charging of engineer's time and query any unexplained lower rate or free of charge work.
- Invoice as per estimate, investigating any price differences through to completion.
- Respond to KPIs carrying out necessary action.

***This is a broad overview of the position and does not encompass all aspects of the role.
Gratte Brothers are an equal opportunities employer and welcome applications from all.***

Knowledge & Experience

- Allocate engineers with regional and local geographical knowledge.
- Account for all costs associated with engineers visits.
- Meet invoicing deadlines understanding cash flow.
- Allocate engineers time to ensure an efficient and effective service.
- Co-ordinate the distribution logistics of spares and tools.
- Identify opportunities to increase business and retain customers.
- Adapt to the customers, and companies, changing needs.
- Utilise technology and software to improve planning processes and ensure efficient planning and management of resources.

Attributes & Skills

- Communicate clearly, both orally and in writing.
- Be driven in delivering the best possible service to customers.
- Strive towards personal goals and constantly seek ways to improve performance.
- Willing to cover other areas of the business when necessary.
- Encourage change and outwardly support company strategy.