



Work Controller/Planner – Edinburgh

We are looking for someone with great customer service skills, ideally with experience in a similar call handling role, to join our team as a Work Controller in our Edinburgh HQ.

Provide excellent customer service and monitor and report response times to ensure our service obligations are met.

Key Skills

- At all times customer service is paramount, requiring a naturally organised and helpful individual with an excellent telephone manner and communication skills, both internally and externally.
- Accurate data entry is a must and you will be proficient in Microsoft Office, including Outlook, with a good typing speed.
- The role requires attention to detail, initiative and problem solving to meet customer deadlines.
- As you will be organising calls for engineers to meet response times, you also need to be confident in driving the work you allocate through to completion. This means gaining full cooperation from your colleagues to meet our agreed service levels or escalating any problems of fulfilment.
- While full training will be provided, experience in a similar call handling role will be an advantage.
- A knowledge of the central belt of Scotland and the geography will be helpful in planning calls and routes effectively and you will be aided by a vehicle tracker system.
- A great work ethic and a cheerful, positive, calm disposition are all essentials to enjoy and be successful in this role.

Main Benefits/ Conditions

- Competitive salary dependent on experience
- Main working hours: 8:30am to 5.00 Monday to Friday (37.5 hours per week)
- Auto enrolment into the company pension scheme with minimum personal contribution of 5% matched by a maximum company contribution of 4%
- ISO 9001:2015 (Quality), ISO 14001: 2015 (Environmental), ISO 27001 (Security); Cyber Essentials accredited Company

If you think you have the potential to excel in this role, please send your CV and a covering letter telling us why to: Linda Ferguson, HR Advisor at lferguson@capital-solutions.co.uk