



Creating great homes together

Role Profile

Position

Maintenance Scheduler

Reporting to

Scheduling Supervisor

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with the duration of your service over the first five years.
- A fast-paced and collaborative environment that encourages and supports innovative approaches and methodologies.

What you are known for

- Capable of prioritising tasks, resolving issues, and managing multiple responsibilities.
- Attentive to details and committed to accuracy.
- Approachable, dependable, and empathetic.
- Proficient in demonstrating and promoting Magna behaviours.
- An adaptable individual who confidently expresses opinions and feedback, while being open to considering diverse approaches.

What you take care of

- Ensure timely, effective, and reliable repairs and maintenance by utilising our scheduling software and systems.
- Manage operatives' schedules and diaries effectively and efficiently.
- Responds to and manages all customer contacts promptly, ensuring customers receive the best experience at the right time, first time.
- Places our customer experience at the heart of everything you do.
- Collaborates and communicates with Magna colleagues, to provide support in delivering services to customers, ensuring that appointments are correctly scheduled and adhered to.
- Collaborates and communicates with contractors to support the delivery of services to customers. Ensures that appointments are properly scheduled and adhered to, while managing documentation and invoicing in accordance with compliance regulations and storing them accurately within our company systems.

What you need to be successful

- Demonstrated ability to provide exceptional customer service, ensuring accuracy on the first attempt.
- Highly organised, positive, and capable of meeting tight deadlines.
- Proficient in computer literacy with a thorough understanding of scheduling systems and software.
- Dedicated to exceeding expectations to deliver an outstanding customer experience.
- Skilled in problem-solving through effective collaboration with customers and colleagues.
- Proven track record of contributing towards team targets and project success.

Qualifications required

Applicants with transferrable skills are encouraged to apply.

- While no specific qualifications are mandatory, prior experience in a related position is required.

Approved: V1/0425043