**1. General Information**

|  |  |
| --- | --- |
| **Job Title** | Helpdesk Consultant  |
| **Department** | Payrite Helpdesk |
| **Line Manager** | Payrite Helpdesk Team Leader |

**2. Position Objective**

In two or three sentences write a brief summary of the major duties and responsibilities of this position.

|  |
| --- |
| This role involves providing day-to-day support to users of Payrite. The Helpdesk Consultant is responsible for the speedy, efficient and professional resolution of client queries whilst building and maintaining good relationships with the clients.  |

**3. Duties & Responsibilities**

Group the job duties / tasks into major areas of responsibility and list together with the percentage of time required.

|  |  |
| --- | --- |
| Major Areas of Responsibility | Percentage of Time Required (increments of no less than 10%) |
| Dealing with client queries on the phone | 35% |
| Dealing with client email queries | 25% |
| Support of Payrite Consultants, including investigating issues, requesting data and supporting on-site activities  | 10% |
| Assisting Account Managers with client queries | 10% |
| Supporting the Bureau with Payrite queries | 10% |
| Hosted environment maintenance  | 10% |

List secondary tasks that are undertaken, these are outside of the main purpose of the role, may be temporary in nature or specific to an individual.

|  |
| --- |
| Secondary ResponsibilitiesAd hoc reporting for managementSending e-shotsPossible client training over the phone\ dialled in |

**4. Key Working Relationships**

Detail other roles in the company with which there is regular contact and describe the purpose of this contact. Also consider external contact that the role has on a regular basis.

|  |  |
| --- | --- |
| Job Title/Department | Purpose of Contact |
| Payrite Consultants | Assistance with client support |
| Payrite Development | Development queries.  |
| Payroll services - Payroll Managers | Liaising re bureau clients and support |
| Account Management | Assistance with client support  |
| Bottomline | Support of Winbacs |

**5. Decision Making Authority**

(a) List any formal guidelines, policies, and procedures etc. that exist to guide the work and which must be complied with in fulfilling the job responsibilities.

|  |
| --- |
| General HR policy documentsHelpdesk Procedural documentation |

(b) What issues should be referred to a manager / team leader before taking action?

|  |
| --- |
| Complaints, escalation and commercial decisions that could have an impact on FMP Global.  |

(c) Which of the following statements best describes the decision making authority of this role?

* Follows routine procedures; no independent decision making; performs work under close guidance.
* Some independent decision making; makes recommendations; others take action; performs work under moderately high level of guidance.
* **Makes recommendations and gives direction to others; performs work fairly independently or with minimal guidance.**
* Independent decision making; takes independent action with little direction or supervision.

**6. Job Specification**

Summarise the specific knowledge, skills and abilities the job requires.

|  |  |  |
| --- | --- | --- |
| Factor | Essential  | Desirable |
| Qualifications |  | Payroll qualification |
| Experience | Customer Service | Technical Helpdesk |
| Knowledge | IT proficientExperience of Excel, Word & Outlook | Payroll |
| Communication Skills | Excellent written & oral Ability to work well within a team |  |
| Personal Attributes | Punctual and ProfessionalAbility to multi-task & prioritise work loadAbility to work under pressure and to tight deadlines  |  |

**7. Special Job Conditions**

Describe any special job conditions that apply to this position. Include amount of travel, substantial overtime, shift work etc.

|  |
| --- |
| The Helpdesk hours are 8.30-5pmOwn transport is required due to office location |