Ramsay McMichael Careers and Vacancies

JOB TITLE: **Surveying Coordinator**

OFFICE: **Glasgow**

We are looking to recruit a Surveying Coordinator within Ramsay McMichael, a QuestGates company.

The role will involve assisting and supporting the general surveying team by undertaking key ad hoc administration tasks, such as handling telephone calls, post and dealing with, or re-allocating queries in a professional and efficient manner.

Displaying an aptitude for being organised, efficient and resourceful, you will coordinate all new surveying instructions and through dialogue with our regional team's help, allocate work for onwards case handling.

You will be coached by a local line manager to help you with understanding specific project needs and pre visit requirements; and through our bespoke IT systems and pro-active mailbox management will also help contribute to the successful delivery of live projects alongside our national Surveyor technician teams.

To be successful in the role you will need to demonstrate a commitment to innovation and a determination to provide a market leading service and product on behalf of a QuestGates Company.

Key Skills:

- Excellent degree of knowledge of Surveying related claims and principles
- Excellent communication skills, both oral and written, with desire to support people with empathy and compassion in times of need
- High degree of IT competency and literacy
- Demonstrate personal and professional integrity and lead by example
- Ability to work and contribute positively as part of a team and in isolation
- Ability to work accurately under pressure, adhering to deadlines and service standards
- Ability to maintain a flexible approach at all times
- Has an interest in pursuing an apprenticeship alongside the role and/or courses/ higher education that is role related
- Office based admin experience desirable

The role involves:

- To demonstrate a high level of technical quality and service delivery
- To provide exceptional customer service at all times
- To participate positively and constructively as a team member, sharing knowledge and providing feedback and suggestions
- To communicate effectively and proactively with all relevant parties by the most effective and expeditious means, prioritising the use of telephone contact
- To promote and support the TCF principles
- To ensure adherence to contractual/Client SLA's and KPI's

The Package:

- Competitive salary
- Enhanced contributory pension
- Performance related bonus
- Flexible benefits
- Enhanced family leave
- Electric car scheme
- Voluntary benefits schemes
- Birthday holiday
- Share purchase scheme with interest free loans

Hours of work:

Standard working week is 37.5 hours, Monday to Friday with flexibility to work from home /office.

Closing Date for Applications:

Close of business on Friday 1st March 2024.

Contact details:

If you would like further information about this vacancy or wish to apply, please contact Siobhan Bullock on 07885 456254 or email HR@questgates.co.uk by the closing date.