



## Admin/Scheduler

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**Location:** Solarplicity Head Office (Unit 8 Peerglow Centre, Marsh Lane, Ware, SG12 9QL)

**Hours:** 40 hours per week

### Company Background:

Solarplicity are a leading provider of renewable solar PV technologies, helping homeowners as well as businesses throughout the United Kingdom to discover the benefits of cleaner, greener energy.

### Role:

We are looking for a competent person with strong administrative skills to work with engineers in the Metering Operations Team to ensure their work is scheduled productively each day.

The ideal candidate will have great record-keeping abilities and be customer-oriented in their approach. You must also be adaptable and willing to solve problems as there will be operational challenges that we must overcome with minimal disruption to the customer.

You will liaise with the field operatives to ensure they have all the information they need on a job-by-job basis.

This is a fast-paced role which requires a lot of motivation and pro-activeness to ensure the smooth operations of a variety of channels aiming for maximum efficiency.

### Key responsibilities:

- Coordinate and monitor operations for a group of operational engineers
- Daily management and monitoring of scheduling systems and engineer performance to ensure optimum productivity
- Liaise between engineer and customer to ensure we are able to do every job
- Responsible for ensuring customer satisfaction and maintaining accurate logs of all appointments
- Prepare accurate reports for Senior management
- Ensure quality assurance checks are completed and maintained

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- Assist Line manager with ad hoc tasks as required
- Booking accommodation where required for field engineers to suit work locations.

### Requirements:

- Proven experience supporting field operatives (Utilities experience would be appreciated)
- Experience in customer service would be an advantage
- Ability to work with little supervision and track multiple processes
- Computer-savvy with a working knowledge of Microsoft Office and SharePoint
- Outstanding organisational and coordination abilities
- Flexible approach to business needs
- Occasional Saturdays may be required during busy periods

Please email all applications to [\*\*Helen.Remblence@Solarplicity.com\*\*](mailto:Helen.Remblence@Solarplicity.com)