



AVENIDA EL RODEO 14200
LO BARNECHEA | SANTIAGO | CHILE
+56 2 2339 8100

www.nido.cl

We are looking to hire someone for the position of **General Services Planner**, according to the following skills and qualifications:

Position Details

Position Name: General Services Planner
Reports to: General Services Coordinator
Time commitment: Full-time

School Core Values

- Engagement: Approach life and work with complete attention, involvement and curiosity with the responsibility to make a positive difference in the world
- Ingenuity: Exhibit creative problem solving through experimentation, collaboration, research, and play
- Adaptability: Being able to adjust and thrive in a complex, rapidly changing environment
- Generosity: Ability to treat others with empathy, kindness, and respect in both word and action
- Happiness: Demonstrate to pursue happiness as a life goal, with awareness that some of the journey will be difficult, requiring self-knowledge and fortitude.

Preferred Qualifications and Experiences

- Bachelor or Technical degree in Business Administration
- Minimum 2 years of experience in a related field
- Experience with MS Office Suite o Google Suit required
- Experience using SAP preferred
- High level of English and Spanish proficiency required

Skills

- Problem solving skills and capacity of considering new solutions and innovations.
- Time management skills.
- Clear communication skills. Capacity to listen and communicate effectively to understand users' needs.
- Knowledge in service administration.
- Able to work under pressure.
- Decision making skills, always Ser capaz de tomar decisiones, always ensuring safety and well-being of all users.
- Organization skills.
- Able to work without supervision
- Coordination abilities.
- Computer and technological competences.

Main Duties and Responsibilities

- As a member of the General Services team at the school, the General Service Planner ensures the proper execution of assigned services.
- Support the supervision and management of these services.
- In the absence of the General Service Coordinator, act as a substitute.





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- Assist the General Service Coordinator in the administration, supervision, and execution of Cleaning, Transportation, Catering, and Events services.
- Make requisitions for the purchase of materials and services.
- Create and manage work orders in the maintenance system.
- Ensure the faithful compliance of assigned service contracts.
- Coordinate with the maintenance department for necessary maintenance and repairs to ensure the smooth functioning of assigned services.
- Generate reports with Key Performance Indicators (KPIs) for the department.
- If required, support maintenance-related activities.
- Respond to emergencies outside regular working hours. Working hours are subject to the needs of the school, generally from 8:30 AM to 5:00 PM, as stated in Artículo 22.
- Understanding all services currently offered by the organization and its providers.
- Developing and maintaining customer relationships.
- Responding to customer enquiries over the phone, in person and via email.
- Creating regular reports on service levels and requirements.
- Evaluating overall service level and implementing continuous improvement tactics.
- Meeting with clients to evaluate needs and recommend appropriate services.
- Performing regular follow-ups with clients to ensure ongoing satisfaction.
- Resolving client issues in person, over the phone and via email.
- Using office computer software to enter data into databases and review and draft documents.

International School Nido de Aguilas is an equal opportunity employer. We thrive on being a diverse environment and seek the best talents who will contribute to generating an inclusive work environment. All qualified applicants will receive consideration for employment without regard to their gender, age, religion, race, ethnicity, marital status, cultural background, sexual orientation, languages, abilities, or any other personal characteristic.

International School Nido de Aguilas is committed to promoting a safe and secure environment by following, enforcing and constantly improving our child protection policy.

Interested candidates should send their letter of interest along with their CV and reference list to **Antonia Bragado**, HR Analyst (abragado@nido.cl) **by May 28**.

