

JOB DESCRIPTION

JOB TITLE: Operations Administrator

DIVISION: Service

REPORTING: Operations Service Supervisor

JOB PURPOSE:

Managing service engineers to attend breakdowns and service calls within customer specific service level agreements. Responsible for the routing of engineers, allocation of calls, ordering of parts and equipment, liaison with the customer and the action of any follow up works required.

Handling of all incoming customer calls to include assessment of fault diagnosis.

Administration tasks to include preparation and implementation of customer estimates, engineers work sheets and associated paperwork in preparation for chargeable work invoicing and calculation of hours worked by engineers.

ACCOUNTABILITIES:

- To handle all customer tasks registered via phone and customer internet portals.
- To ensure that engineer allocation of jobs is run efficiently to meet contractual service level agreements.
- To liaise with Area Service Managers, Support Engineers and technical support with any field related issues.
- Order parts from the Stores Department and liaise with Stores operations where required.
- Close customer tasks on various customer internet portals.
- Processing of paperwork/Engineers' worksheets for chargeable and non-chargeable jobs.
- Preparation of chargeable schedules to be submitted for approval/invoicing to the relevant customer.
- Ensure that all order numbers are obtained as appropriate in preparation for invoicing.

- Prepare and submit batched invoices to the Accounts Department.
- Collation and inputting of hours worked by Engineers on to spreadsheets to be submitted for processing by the Payroll Department.
- Collation of under/over hours worked by Engineers and recorded on a spreadsheet.
- To bill outstanding invoices that appears on the work in progress report.
- Collation and preparation of estimate work as identified by engineers within the field including customer approval through to completion of works.
- To carry out general administrative duties in respect of the Service/Company operations.
- Communicate effectively with all colleagues to ensure that work is being carried out efficiently and in a timely manner.
- To adhere to all health and safety and quality procedures as outlined in the Company's procedures.

This list is not exhaustive, and you may be required to carry out additional duties as and when instructed by the Management of the Company.

KNOWLEDGE / SKILLS / EXPERIENCE:

Essential:

- Excellent interpersonal skills both written and verbal
- Able to communicate within a team environment at all levels of the business both internally and externally
- A positive approach to learning and meeting customer needs that will enable you to work within a sometimes, challenging environment
- Experience of inputting data accurately and evaluate this accordingly
- Demonstrate customer service ethics
- Routing engineers and allocation of work within a call centre environment

- Used to working in a service level environment that involves multi-tasking and prioritisation of tasks to deliver customer service
- Knowledge of working with Microsoft applications up to an intermediate level
- Have experience of an IT based call logging system

Desirable:

- Used to dealing with customer tasks within national (UK) geographical areas

PERFORMANCE MEASURES:

- Achievement of customer service level agreements
- Productivity of engineers
- Achievement of service budget in relation to parts spend, overtime and carriage costs
- Chargeable schedules are to be submitted on time to key customers.
- Completion of overtime submission to the Payroll Department within the designated time frames.
- Chargeable batches for private and commercial customers daily

Hours of Work:

Monday to Friday 0800 hrs to 1700 hrs or 0900 hrs to 1800 hrs on a rota basis with an hour unpaid for lunch to be taken between 12pm and 2pm.

Saturday/Sunday/Bank Holidays 0800 hrs to 1600 hrs on a rota basis of one weekend in five with half an hour unpaid lunch (to be taken between 12pm and 1pm). This is paid as overtime at premium rates (see below).

When working a weekend, you will receive a paid day off to be taken within the following week.

Hours of work are subject to change according to the needs of the business.

Holidays 22 days per annum plus public and bank holidays. This will increase by 1 day for every year worked up to a maximum of 25 days plus 8 public and bank holidays.

Salary Package:

Salary (Probationary Period): £20,500.00 per annum basic with OTE of £24,000.00 taking into account weekend payment and estimated bonus

Salary (Following Successful Probationary Period): £23,000.00 per annum basic with OTE of £26,700.00 taking into account weekend payment and estimated bonus

Weekend Payment: All hours worked on a Saturday and Sunday are paid at time and a half. All hours worked on a bank holiday are paid at 2 times your hourly rate and you will receive a day off in lieu

Productivity Bonus: As set by the company on an annual basis (currently able to achieve up to £150.00 per month)

Work Place Pension: In line with mandatory rulings

Probationary Period:

- 3 months

Other Benefits:

- Free on site parking
- Health cash plan (company taxable benefit)
- Employee Assistance Programme
- Discounted shopping scheme
- Annual staff bonus scheme based on overall company profit (1 year qualifying period)