

## **JOB DESCRIPTION : SERVICE ADMINISTRATOR**

**Location :** Your normal place of work will be 1 Linnet Court, Cawledge Business Park, Alnwick

**Hours :** 12-15 hours per week

**Salary :** £16,500 p.a. (pro-rata)

### **REPORTING RELATIONSHIPS**

**Responsible to:** Operations Manager

**Responsible for:** N/A

### **GENERAL DESCRIPTION OF DUTIES**

The role of Service Administrator has been created to support the strong growth of re:heat in the field of biomass boiler sales and installation, and to support our provision of technical services to the biomass energy market.

The main duties of the post are as follows:

1. To be a first point of contact for customers and engineers, answering telephone calls and emails;
2. To log faults and allocate work to members of the Engineering Team;
3. To take information from Engineer's reports to create invoices to send to customers;
4. To order parts required from suppliers to ensure adequate van stock and to complete scheduled jobs;
5. To track parts ordered to ensure these are delivered in a timely manner
6. To follow-up with customers to ensure estimates have been received and to take further instructions;
7. To invoice for service and repair work within an agreed timeframe of job completion;
8. To liaise with customers to ensure they are kept up-to-date with the progress of their service job;
9. To identify new service and maintenance opportunities and promote re:heat to these potential customers;
10. To assist with the development and implementation of company procedures and policies;
11. To comply with Health and Safety responsibilities within this role, as outlined in the Health and Safety Manual.
12. To be prepared to undertake further training as and when required.

13. Such other or alternative duties as may be allocated from time to time in the light of the experience, training and knowledge of the post holder and the level of the grading and salary of the post holder.

#### PERSON SPECIFICATION

FACTORS	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS AND SKILLS</b> <ul style="list-style-type: none"> <li>• Successful completion of a secondary level qualification</li> <li>• Successful completion of a tertiary level qualification</li> </ul>	✓	✓
<b>SPECIAL KNOWLEDGE, ABILITIES AND/OR EXPERIENCE</b> <ul style="list-style-type: none"> <li>• Proven knowledge and experience in biomass sector</li> <li>• Proven experience of a similar role in another technical discipline, e.g. agricultural engineering, electrical contracting, etc...</li> <li>• Proven financial systems management experience</li> <li>• Experience of working in partnership with internal and external stakeholders to provide a high quality service</li> <li>• Good IT skills</li> <li>• Good communication skills</li> </ul>	✓  ✓  ✓  ✓  ✓	✓
<ul style="list-style-type: none"> <li>• <b>PERSONAL QUALITIES</b></li> <li>• Excellent organisational skills</li> <li>• Good communication skills</li> <li>• Financial and budgetary</li> <li>• Representational, persuasive, negotiating</li> <li>• People and customer management</li> <li>• Confidence, energy, commitment to excellence and quality</li> <li>• Analytical with bias for action</li> <li>• Sensitivity and empathy</li> <li>• Self understanding and commitment to personal development</li> </ul>	✓  ✓  ✓  ✓  ✓  ✓  ✓	
<b>INTEREST AND MOTIVATION IN THE JOB</b> <ul style="list-style-type: none"> <li>• Ability to develop new ideas and methods of working</li> <li>• Commitment to delivery to meet the needs of the business</li> </ul>	✓  ✓	