



# JOB DESCRIPTION

**Job Title:** Service Administrator

**Location:** Manchester

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## **JOB PURPOSE:**

To provide full administration support in both Service and Depot administration activities with accuracy and efficiency. Provide an efficient and courteous telephonist/receptionist facility at the Manchester Depot and completing various administration tasks with accuracy and efficiency as required by the business. To provide cover during holidays and sickness for Service Coordinator and Depot Admin roles.

## **PERSON SPECIFICATION:**

- PC literate, including Word and Excel
- Strong interpersonal, organisational and motivational skills
- Attention to detail, accurate and methodical in administration
- Ability to work to deadlines
- Proactive approach / Enthusiastic
- Hard working, Conscientious and Flexible
- Excellent telephone manner

## **GENERAL ADMINISTRATOR CORE ACTIVITIES:**

- Cover for Service – taking incoming service calls.
- Provide admin support for the service and parts department.
- Ensure that all visitors to the depot are received courteously and efficiently, that all visitors are listed in the visitors register, and that the register is kept updated showing time of departure from the depot.
- Archiving assistance as and when required for Service/Hire departments.
- General Admin duties – filing, typing memos, fax's, letters etc.
- Ensure that all incoming mail is dealt with promptly and efficiently and that it is available for collection by the relevant departments by latest 10.00am on the date of delivery, making sure that any individuals are contacted to advise that there is post for them awaiting collection from reception.
- All outgoing mail passed to you is to be franked correctly and taken to the post office.
- To adhere to all company guidelines concerning Health and Safety procedures.
- To follow company policies, procedures, and quality guidelines etc. at all times.
- To generally assist with service, sales, and hire department documentation as and when required.
- Any such other duties as you may reasonably be required to perform within the scope of your knowledge, skills and ability.
- Training planning and the updating of training records.



## **SERVICE ADMINISTRATOR CORE ACTIVITES:**

Provide full administration support to the Service Management team and Service Coordinators.

- Invoicing internal and external jobs ensuring chargeable invoices are processed as per the customer's procedures.
- Typing Memo's, Faxes, Letters and Service Estimates and sending them to the relevant Customers/Personnel.
- Accurate filing of all Service Job sheets daily, in addition to memos', faxes, Letters etc.
- Consolidating overtime from timesheets for payroll.
- To perform any other reasonable duties that may be required from time to time within the scope of your knowledge, skills and ability.