



## JOB DESCRIPTION

<b>JOB TITLE</b>	Service Team Administrator
<b>REPORTS TO</b>	Group Service Manager
<b>LOCATION</b>	Head Office, Markfield

### **Job Summary:**

An exciting new vacancy has arisen within our Service Support Team in our Aftersales Department at our Head Office at Markfield. The successful candidate will be confident and motivated, working in a busy service department. You will take service breakdown calls, input engineers' job sheets into our system and organise daily work schedules.

The role will include raising service estimates and invoices. This role requires excellent communication skills as you will be dealing directly with customers and colleagues to achieve our high customer satisfaction standards.

### **Main Responsibilities:**

- Handle incoming calls and emails from customers and suppliers and input the information into the system.
- Provide comprehensive administrative support to the team, including managing schedules and coordinating mobile service engineers' diaries.
- Schedule service appointments for the engineers.
- Monitor job progress and keep relevant parties updated.
- Liaise with the manufacturers and customers for completion of warranty work.
- the control of warranty parts and returns.
- Support and guide the technicians to achieve solutions.
- Maintain accurate records and files, ensuring all data is entered correctly into our systems.
- Perform other administration duties as assigned to support overall team objectives.

### **Requirements:**

- Proven experience in administration is essential with a working knowledge of Microsoft packages.
- Strong organisational skills with the ability to prioritise tasks effectively.
- Work well under pressure whilst retaining a calm and positive attitude.
- Pro-active approach to problem solving.
- Excellent phone etiquette and communication skills, both written and verbal.
- Attention to detail with a commitment to maintaining accuracy.
- Ability to work independently and part of a team in a fast-paced environment.
- Willingness to undertake product training.
- Experience within the construction/agriculture industry preferable.

### **Benefits include:**

- Competitive salary
- Bonus scheme
- Additional holiday accumulation
- Colleague referral scheme up to £250
- Long service award
- Investing in People – we offer full training and job progression
- Genuine, nice and friendly environment to work where you can easily feel part of the team
- Medicash – Sole – Level 1

If you are a proactive individual with a passion for organisation and administration, we encourage you to apply for this exciting opportunity as a Service Team Administrator. This is a full time, office based position, Monday to Friday 08:00am to 17.30pm (17:00pm on Fridays).

Please email your C.V. to [jobs@bteplantsales.com](mailto:jobs@bteplantsales.com) and we will be in touch.