



JOB DESCRIPTION

JOB TITLE	Service Team Support Administrator
REPORTS TO	Service Team Supervisor
LOCATION	Head Office, Markfield

Job Purpose:

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 onto our system and organise daily work schedules.

The role will include the raising of service estimates and invoices.

This primary role requires excellent communication skills , dealing directly with customers and colleagues to achieve customer satisfaction standards.

Main Responsibilities:

- Taking customer calls and inputting the information onto our computer system
- Liaise with the manufacturers and customers for warranty work
- Organising the Mobile Service Engineers
- Controlling warranty parts and returns to a high standard
- Supporting and guiding the technicians to achieve solutions

Key Skills & Requirements:

Essential:

- Previous administration experience
- Work well under pressure and retain a positive attitude
- Analytical approach to problem solving
- Excellent communication skills both verbal and written
- Excellent attention to detail
- Ability to undertake product knowledge training

Preferable:

- Experience within the Construction/Agriculture industry
- Microsoft Office literate

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

This is a full-time position and the hours are 8:00 am – 17:30 pm. Competitive salary, dependant on experience.

If this sounds like the role for you then we would love to hear from you! Please email your C.V., and preferable salary to jobs@bteplantsales.com and we will be in touch.