



## JOB DESCRIPTION

**JOB TITLE**..... Service Administrator

**DEPARTMENT**..... Service

**LOCATION**..... Birmingham

**REPORTING TO**..... Senior Service Administrator

**ROLE**..... To support the Operational team in all aspects of their administrative and operational duties. To ensure the accurate recording of data on AMCS and liaising between customers and drivers to ensure a high level of customer services is maintained.

The company's mission is to be the leading independent provider of commercial waste services in our chosen conurbations. To achieve this by dynamic growth and exceptional customer service. With a workforce who are responsive, customer focused and are Right First Time in their work

### MAIN PURPOSE OF THE JOB

1. To liaise with operational personnel and ensure all systems are updated.
2. To effectively manage the administration activities of the department.
3. To develop positive relationships with Customers.
4. To minimise the number of invoice queries and investigate any credit requests made by customers.
5. To ensure all data input is accurate and completed in a timely manner.
6. To ensure all end of the week checks are completed prior to the monthly invoice run.

### MAIN TASKS AND ACTIVITIES

1. To resolve all customer missed collection queries in a timely manner.
2. To resolve all customer invoice queries in a timely manner.
3. To ensure that all IT systems are effectively utilised and all data input is accurately recorded.
4. To record all gains and losses on the depot progress spreadsheet.
5. To ensure your e mails are managed, dealt with and filed away in a timely manner.
6. Ensure Helpdesks are clear or in progress at the end of each day.
7. To update reception with any relevant service issues ie vehicle breakdowns.
8. To keep key accounts updated with service issues for their specific customers.

9. To ensure all missed customers are contacted with reason for missed collection and confirm their rescheduled day.
10. To ensure all routes are in order and report non compliance by drivers to the Service Administrator.
11. To ensure delivery and collection tickets are managed daily, keeping customers updated of their delivery date and first collection date.
12. Any reasonable task as may be required from time to time.

## **SKILLS AND EXPERIENCE**

1. Good administration skills
2. Competent in the use of Microsoft Applications
3. Excellent Customer Services
4. Good level of written and oral communication

## **PERSONAL PROFILE**

1. Tenacious and Resilient
2. Diligent
3. Team Player
4. Leader
5. Able to work on own initiative

I confirm that I have instructed the below signed in the above.

Service Manager: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

I confirm that I have been instructed in and understand the above. I also understand the above forms part of my terms and conditions.

Employee Name \_\_\_\_\_ Signature \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

