

# **Branch Administrator – Job Description**

Function: Administration

Reports to: Office Manager

## **Purpose**

The role is to provide all aspects of administration support to the Service Branch. This will involve liaising effectively with our Engineers and provide a friendly and professional service to our customers.

## **Key Responsibilities**

1. **General Administration:** to answer incoming calls from customers and engineers, call logging of callouts, dealing with general enquiries, general administration, liaising with engineers.
2. **Customers:** ensure that the highest possible standard of customer service is maintained at all points of customer contact and in the services, we are contracted to do, by maintaining a high standard and investigate the causes of complaints. This involves liaising with Managers and the administration team and to decide on an appropriate course of action and follow this through to a satisfactory conclusion - continuous improvements
3. **Systems and Administration:** application of the Company's pricing, safety, quality, sales and other administration procedures outlined in our policy statements and QA procedures. Ensure you identify the quality Work Instructions and Work methods related to your position and making sure that we work to our work instructions using the correct methods and paper work.
4. **Financial:** to identify invoicing problems and take appropriate measures to deal with them with other Managers or a CIT.
5. **Health and Safety:** comply with the company documented policy and procedures.
6. **Premises and Assets:** ensure you help maintain company premises and assets at all times by helping to maintain a safe environment; keeping housekeeping to a standard and make changes where necessary and to ensure that all equipment is up to a safe and workable standard.
7. **Business Development:** contribute to and where appropriate take the lead in continuous improvement activities that are required to further develop the branch or the business by liaising with National Contracts team to invoice queries; develop and maintain customer's debt and ensure the team is aware of any customers exceeded budgets.

*This list is not exhaustive and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the admin function.*

## **Relationships**

### Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate technical complex and sensitive information.

### External

External agencies including suppliers and customers.

## **PERSON SPECIFICATION**

### **Skills and Experience**

- Previous experience of working within a busy office environment.
- Ability to plan, prioritise and organise workloads.
- Ability to use Microsoft Office
- You are capable of interpreting and reporting accurate data.
- You have strong general administration experience.
- You have experience in working within a pressured environment.
- You have strong inter personal skills with proven ability to work across all levels of an organisation.
- Competent in Numeracy.

### **Personal Attributes and Behaviours**

- Excellent communication skills with the ability to interact at all levels and with different departments.
- You have a positive can do attitude and are calm under pressure.
- You are a Team Player.
- You are committed to actively improving own skills, knowledge, business awareness and performance through ongoing personal development.
- You are well organised and manage your time effectively by focusing on priorities and results.
- Ability to work on own initiative.
- Confident and able to make own decisions (when required).
- Attention to detail.

### **Education and Qualifications**

- GCSE English Grade C or above is required.
- NVQ in Administration is desirable or previous proven experience.