

Operations Admin Support – Job Description

Company: Platform and Microlifts

Function: Administrative Support for Operations Department

Reports to: Operations Manager

Purpose

To provide customers with relevant information relating to their orders from pre order questionnaires to operation and maintenance manuals. Support for the Project Planners on both product streams.

Key Responsibilities

1. Answering the telephone and responding to emails, assisting the customer or passing on messages to the correct person.
2. Responsible for the issue of all information pack to installers.
3. PQQ – Responsible for the completion and reply to requests from customers in a timely manner.
4. Informing Service Branch of the handovers on a weekly basis
5. Completing and sending to customers Operation and Maintenance Manuals.
6. Maintaining lifts on site information.
7. Issuing outstanding items forms to customers when the installers have left site.
8. Provide support for other admin tasks including but not limited to, webleads, trade sales, test weights, invoicing, variation orders.

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 operations function.

Skills and Experience

- Ability to plan, prioritise and organise workloads
- Capable of interpreting and reporting data
- Good IT skills, Microsoft Office
- Good communication skills
- Can do attitude
- Take pride in their work and strives to exceed customer expectations

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Personal Attributes and Behaviours

- ✓ Excellent communication skills with the ability to interact at all levels and with different departments
- ✓ Honest, approachable, and supportive
- ✓ Calm & effective under pressure

Managerial and Supervisory Responsibility

- Reporting to Operations Manager

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.

Education and Qualifications

- High level GCSE's including Maths and English
- NVQ Level 2 in Administration