

J O B D E S C R I P T I O N

JOB TITLE : BUSINESS ACCOUNT ADMINISTRATOR
FUNCTION : ADMINISTRATION
LOCATION : SWANSEA
REPORTS TO : BUSINESS ACCOUNT MANAGER
HOURS OF WORK : 37.5 HOURS PER WEEK



You will support the engineering department and specifically the Business Account Manager in the operational activities to ensure high levels of customer service and after sales service to our customer base. The expectation in this role is the successful candidate is organised to a high level, is a strong critical thinker and problem solver and can support the business to achieve its Key Performance Indicators. The individual will need to be dynamic and buy into the culture of H3 as being a place of good people working together towards a common goal and be able to work within a team having a positive impact.

JOB SCOPE

Financial

- To support the team in the achievement of all the agreed KPI's set within their key activity area.
- Achieve sales target as part of a team.

Service

- 100% bookings
- Completion of all diary entries and technician bookings.
- Phone call courtesy and dynamic response.
- 100% paperwork compliance and filing.

People

- Member of maintenance team.
- Accountable for own development activities and support training of others where appropriate.
- Part of the office team.

Key Contacts

- Senior Management Team
- Customer
- Maintenance
- Engineers

KEY ACCOUNTABILITIES & RESPONSIBILITIES

- Manage and process all maintenance calls to the business and communicate or action effectively.
- Customer service management – liaise with engineers and customers, as well as internal management to give a minimum satisfactory customer service experience, aiming for high quality customer service and retained custom.
- Logging calls and booking engineers in an efficient and effective manner.
- Logging sales leads, processing and following up.
- Manage technician's diary to ensure all jobs are allocated correctly and within customer's desired timescales.
- Communicate with technicians with their schedule daily/weekly and manage their time precisely.
- 100% compliance with all record keeping and filing, auditable on request and being audit ready.

COMPETENCIES, SKILLS AND BEHAVIOURS

- Flexibility to adapt to changes in schedules.
- Resource Planning.
- Ability to implement and introduce new systems and practices.
- Capability to organise self and work through workload independently.
- Ability to complete tasks within schedules.
- Ability to demonstrate "Values" based behaviour and leads by example.
- Committed to continually improve personal and team performance
- Must be able to communicate well with customers and colleagues
- Very good organisational skills

PEOPLE

- Work with Business Account Manager on all maintenance activities and take on delegated tasks where appropriate.
- Gain a rapport and relationship with the engineers and customers, understand their needs and support them with their objectives.
- Work with office team and support any additional needs within the office environment or that of senior management.
- Develop skills to ensure and allow for continuous improvement to be a daily occurrence.
- Encourage teamwork and a supporting environment in order to improve business performance.
- Understanding and experience of Company policies must be demonstrated in order to resolve or escalate issues as appropriate.
- To ensure that best practice consistent agreed standards for the team and individual KPI's are established, published and displayed and utilised uniformly across all shifts, carrying out regular reviews on performance and KPI achievement, putting in corrective actions and other gap closures as appropriate.

TEAM

- Understand the vision of the business and give high intention and efforts towards the plans to achieve the vision.
- Work with engineering team to ensure shared responsibility for delivering all KPIs and targets.

KNOWLEDGE / QUALIFICATIONS

- Knowledge and understanding of all business systems, processes, policies and procedures.
- Customer Service past experience.

EXPERIENCE

- Excel – intermediate to expert level.
- Successful improvements in KPI and Operational performance.
- Training & Development.
- Team Dynamics.
- Performance Management.