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Job title:**  **Service Team Administrative Support**

**Salary: £24-£26,500K**

**Location: Colchester**

**Hours: 40 hours a week**

**Holiday: 20 Days plus Bank Holidays**

Are you an outstanding Administrator, with super sharp IT skills, brilliant communication skills, highly organised and with fantastic attention to detail?

Can you offer excellent customer service, by being the communication liaison between the Engineering Team, our customers and our suppliers, as well as supporting the Sales Team. You will also need to provide outstanding administrative support to our busy team of Engineers to ensure they are operating smoothly, effectively and efficiently, and help our busy Sales Team process their orders and progress deliveries to their chosen site.

You will need to have excellent and accurate data entry skills and dedicate your time to process and progress our sales and purchase orders, answer inbound calls and thrive under pressure.

In return we offer a friendly supportive environment, where no two days are the same, company pension and on site free parking in Colchester. Plus, plenty of room for growth and progression.

**Main responsibilities and duties**

* Provide administrative sales support and exceptional Customer Service
* Act as the first point of contact for our Engineers, customers and internal sales team
* Process all Service order and purchase orders with accuracy and attention to detail
* Keep track of Service orders to ensure items are received in a timely manner
* Allocate Engineers to specific sites accurately and with details
* Ensure Engineer reports are submitted to the customer and Directors accurately and without delay
* Advise customers on the progress of their orders and liaise with suppliers to ensure our customers’ needs are met and their requirements are fulfilled
* Inform our customers of any changes to the progress of their order(s), updating electronic records and filing as appropriate
* Process orders promptly for despatch/collection, advising and updating customers accordingly
* Undertake regular stock take checks to ensure stock level accuracy
* Organise and book courier despatch of stock products
* Provide administrative support with a can-do approach.
* Answer all sales/purchase enquiries promptly to resolve any complaint or issue while maintaining customer/supplier satisfaction
* Maintain up to date electronic/paper sales and purchase records, filing as appropriate
* Ensure electronic/paper visibility of accurate data input is available at all times
* Process Sales and Purchase orders with accuracy and attention to detail
* Keep track of Sales and Purchase order progress, updating customers and suppliers of any change
* Develop use of electronic processes to improve visibility and efficiency across the Company
* Be confident to use your own initiative to improve the customer experience/service

**Knowledge and Skills required**

* Proficient in Microsoft Office (365) applications
* Experience of SAGE 50 Accounts Professional
* Adept in the processing of Sales and Purchase Orders
* Run product queries, stock analysis and ensure accuracy of data input
* Able to work independently and use own initiative #Outstanding organisational skills, proficient, working to priorities and deadlines
* Keep and maintain the appropriate sales and purchase order records ensuring transparency with office colleagues
* Deliver exceptional customer service with integrity, openness and demonstrable high level of interpersonal skills
* Be flexible to adapt to the needs of the business, offering support and cover to colleagues

**Personal Development**

* Undertake appropriate and regular training and development to maintain knowledge and improve practice
* Keep up to date with current developments and changes in technological administrative capabilities
* Participate in annual performance reviews

**Additional Services**

* Provide support and cover to other colleagues in their absence
* Be flexible to change with a willingness to learn other skills and competencies
* Happy to undertake additional tasks and 8 – 5pm not their priority

6 months’ probation