

**Job Description – Beauparc**

|  |  |
| --- | --- |
| **Job Title** | Service Administrator |
| **Reports to**  | Assistant / Service Manager |
| **Primary Location** | Leeds, Skelton Grange |

|  |
| --- |
| **Role Summary:**To support the Operational team in all aspects of their administrative and operational duties. To ensure the accurate recording of data 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. |

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

**Main Tasks and Activities:*** To resolve all customer missed collection queries in a timely manner.
* To resolve all customer invoice queries in a timely manner.
* To ensure that all IT systems are effectively utilised and all data input is accurately recorded.
* To record all gains and losses on the depot progress spreadsheet.
* To ensure your e mails are managed, dealt with and filed away in a timely manner.
* Ensure Helpdesks are clear or in progress at the end of each day.
* To update reception with any relevant service issues ie vehicle breakdowns.
* To keep key accounts updated with service issues for their specific customers.
* To ensure all missed customers are contacted with reason for missed collection and confirm their rescheduled day.
* To ensure all routes are in order and report non compliance by drivers to the Service Administrator.
* To ensure delivery and collection tickets are managed daily, keeping customers updated of their delivery date and first collection date.
 |

|  |
| --- |
| **Experience and Skills:*** Good administration skills
* Competent in the use of Microsoft applications
* Excellent customer service skills
* Team player
* Able to work on own initiative
 |

*Beauparc aims to attract and retain a skilled and diverse workforce that best represents the talent available in the communities in which our assets are located and our employees reside.*

*(DE&I Policy Statement)*