

Job Description

Job Title	Administrator
Department	EWI
Location	Bathgate, travel as business needs require
Reporting to	Administration Team Leader
Line Manager to	N/A
Key Relationships	Head of Construction; Administration Team Leader; Administrators, EWI department, Customers, Clients.

The information given below is intended to provide an understanding and appreciation of the workload of the job and its role within Everwarm. The job description outlines the main purposes in general terms only and is not intended to be prescriptive.

You may be required to carry out other duties in order to commensurate with the post. This will not change the character or purpose of the post but will be necessary to maintain high standards of business practice.

This job description, through Business reasons, may be altered from time to time to meet the changing needs of the Company.

Overview of role:

The main purpose of this role is to answer inbound calls from Customers, Site Managers and other departments as well as administrative duties for the Drawings and Technical Team.

Main Duties and Responsibilities:

- Liaising with EWI operational teams and Plumbing and Heating Engineers to book in gas appointments.
- Enter customer details quickly and accurately into database and/or spreadsheets.
- Ensure customer enquiries are passed to relevant surveyors by email.
- Deal with customer enquiries via inbound and outbound calls, to ensure correct information is provided and all relevant persons are informed.
- Log customer orders on database, and file electronically.
- Process customer completion certificates and keep up to date spreadsheets for monthly submission.
- Log customer issues and complaints, ensure these are passed to correct person to deal and ensure follow up to close issue/complaint.
- Process customer payments.
- Respond to emails sent from the general enquiry box to answer Customer questions.
- To collate O&M client handover packs on completion of EWI contracts.
- To collate customer handover packs on completion of EWI contracts.
- To export customer details onto tracking spreadsheet where balances are outstanding and to chase for outstanding payments.

Qualifications required:

No formal qualifications required.

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Skills Required:

- Experience of working in an admin role
- Previous experience of inputting/updating database.
- Ability to work as part of a team as well as autonomously
- Excellent attention to detail.
- High numerical efficiency.
- Excellent communication and interpersonal skills
- Ability to meet and exceed customer expectations
- Experience of Outlook packages (Excel, Word, Outlook)

Additional Requirements:

- Full UK Driving Licence (preferred)
- Disclosure Check
- Flexibility approach

What We Offer:

- Competitive Salary
- Employer contributed pension scheme
- Employee Assistance Programme with 24 hours telephone and online access
- 32 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!)
- Generous sick leave
- Sureserve Group Academy programme that acknowledges the success of our trainees and apprentice
- Sureserve Group Legends scheme, with a reward for the ultimate legend!
- Employee engagement events to bring together colleagues and families e.g. Everwarm Family Fun Day, Summer BBQ, Christmas Night out!
- Access to Flexible Benefits Scheme (including buy holidays, discount to retailers, bike to work scheme, Healthshield care plan, and many more).
- Work for PLC Company with option to join share save scheme.