



## Job Specification

<b>JOB TITLE:</b>	Service Contract Support
<b>DIVISION:</b>	Service Department
<b>REPORTABLE TO:</b>	Contract Managers
<b>LOCATION:</b>	Rochester, Kent
<b>HOURS:</b>	40 hours Monday to Friday (Immediate start, permanent position)

In this role you will be supporting the Service Contract Managers with the administration involved in working on long term contracts for the servicing, repair, maintenance, and overhaul of Diesel Generators. Clients include Data Centres, Banks, Prisons, Facilities Companies, Supermarkets, Hospitals and Utility companies etc.

### The role will involve (but is not limited to): -

- Assisting in preparing and submitting appropriate risk assessments and method statements.
- Uploading documentation to client portals
- Applying for customer site access permits.
- Ordering parts and stock items and confirming parts on internal system Datascriber
- Raising purchase orders
- Dealing with client enquiries
- Producing retrospective quotes for call outs
- Chasing client purchase orders
- Signing off engineers' timesheets

To be successful in this role it is essential to have excellent customer and delivery focus and have the ability to communicate effectively using a wide range of media (verbally and written). You must be computer literate with the ability to input data quickly and accurately and have strong planning and organising skills.

Working as part of the Service team, you will be answering telephone enquiries and accessing computer records, so a working knowledge of the Microsoft Office is essential. Training will be given on internal software. You will have a flexible approach and willingness to expand your skills and knowledge as there are great opportunities to grow within the organisation.

### Qualifications & Requirements:

- Excellent knowledge of Microsoft Office is essential.
- Knowledge of engineering/generator industry would be desirable but not essential.
- Ability to work on own initiative and work well within a team environment.
- Excellent attention to detail
- Hard working, good work ethic and approachable.

If you would like to be considered for this role, please send your CV and a covering letter stating the Job Title and why you are eligible for this role [HR@tgc.uk.com](mailto:HR@tgc.uk.com)