



Job Specification

JOB TITLE:	Service Support Administrator
DIVISION:	Service Department
REPORTABLE TO:	Service Manager
LOCATION:	Rochester, Kent
HOURS:	40 hours Monday to Friday (Immediate start, permanent position)

This role is to support and assist in the day to day running of a busy Service Department, you will undertake the following duties but are not limited to):-

- Receive and process purchase orders
- Maintaining accreditations and portal passwords
- Assisting completing PQQ's
- Assisting with raising security/access passes for client sites
- Dealing with day to day enquiries and calls from clients
- Scanning report sheets onto corresponding jobs
- Management of waste disposal and waste notes including batteries
- Stock control including not limited to batteries, oil, coolant and heaters
- Confirming parts arrival via datascriber
- Tool calibration
- Assisting Service Manager with allocation of engineers, call out attendance and call out rotas as well as sending job instructions to engineers and issuing report sheets to clients

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 to HR@tgc.uk.com