

MOODY DIRECT LTD

JOB DESCRIPTION

Job Title: Service Administrator

Reports to: Service Office Supervisor

Purpose of the position

- To support Service Office Supervisor and other members of the service team to ensure administrative requirements of the service department are met.
- To assist in efficient operation of the service department through careful planning, liaising with customers to arrange visits, ensuring that parts are procured in advance of service visits taking place, with correct personnel on jobs, respective equipment prepared ahead of visits and all administration tasks that encompass this.
- To support the service department in all areas of administration and answer telephone calls.
- To promote the activities of other departments within Moody Direct Ltd wherever possible.

Key Result Areas

- Customer satisfaction;
- Retention of existing business and the level of new business won;
- Prompt and accurate invoicing once work completed;
- Prompt and accurate quoting of ad hoc work;
- Conversion of quotations to sales orders;
- Contribution towards ensuring positive morale in the service department and across Moody Direct;
- The efficient planning and utilisation of resources (Eg Service Engineers) in the service department;
- Professional relationships built with customers, suppliers and internally;
- Objectives agreed from time to time being achieved;
- Being commercially aware;
- Winning repeat business

Key Tasks

- Handling and quoting of service enquiries;
- Converting quotes into profitable and deliverable orders;
- Negotiating with customers and suppliers and responding quickly
- Part number creation and updating prices of parts/service kits
- Raising Purchase Orders
- Issuing RAMS to customers
- Raising invoices and updating our ERP system Microsoft 365
- Booking required accommodation for engineers
- Follow up of service reports and certificates to customers and quoting any remedial work required.
- Procuring required parts and equipment ahead of visits taking place
- Liaising with internal departments
- Utilisation of SAP Concur to upload documentation
- Support where required with picking and organising of parts for service jobs
- Support of other ad hoc administration duties from time to time

Key Skills

- Ability to work independently and as part of a team
- Understanding of our products and services
- Literate
- Numerate

Key attributes

- Ability to self-motivate and manage own activities
- "Can do" attitude
- Customer service focused
- Organised and methodical
- Team player
- Friendly and confident
- Personable and able to build and maintain customer, supplier and internal relationships
- Hardworking
- Flexible