



Job Title	Service Administrator
Date Reviewed	April 2018
Responsible To	Service Operations Manager
Responsible For	None
Location	Maidenhead, Berkshire

Business Profile

AVK are the UK's leading provider of critical power systems and maintenance that guarantee your power. For 28 years we've been supplying UPS systems and standby diesel generators providing our clients with reliable back-up power solutions for their mission critical services & systems.

We are trusted by many of the UK's largest Data Centre operators, Finance & Banking providers and Telecommunications companies to design, install and maintain 100% power integrity by providing diesel generators, uninterruptible power systems, switchgear, protection relays and turnkey solutions.

AVK specialise in all aspects of the design, planning, implementation and on-going maintenance of critical power systems. We provide solutions for standard or bespoke applications, with UPS systems ranging in size from 1kVA to 800kVA to standby diesel generation ranging in size from 5kW up to 3MVA and covering all project sizes from £1k up to £50m. Our extensive and growing client base reflects our highly regarded reputation for both quality and service

Role summary

The Service Administrator will have a wide-ranging responsibility for ensuring compliance in line with AVK policies and procedures. This role has responsibility for quality, process and the high standards our customers expect. Occasional travel to our service department in Huddersfield will be required.

Responsibilities

	Update and maintain company equipment and tools register
	organising calibration and ordering replacement items where appropriate
	Book, log and maintain all CSCS bookings, site passes and Disclosure Scotland checks across all departments
	Control and collection of Warranty Claims (these are costs to be re-claimed by AVK not against AVK)
	Raise purchase orders, quotations and invoices for minor works where required
	Order all PPE, maintain register and allocate PPE in accordance with H&S regulations and business needs
	Check and collate all incoming Service department timesheets, ensuring all data is accurate and correct including mileage, overtime claimed and calculations
	Order all consumables and stock for engineer vans, ensuring rotation and usage is logged, obtain approval through PO system for all order
	Take ownership and control of all Service department compliance documentation to include AVK insurance certificates for client issue, waste notices etc
	Book hotel and travel for all Service department team members
	Update and maintain all engineer training records, generating competency certificates from records
	Update HR on all new training undertaken by Service department team members



	Assist with contract builds during peak times to ensure all contracts are loaded on to SME prior to contract start
	Assist with contract renewals at peak times, this will include issuing renewal letters, chasing customers for response and updating system when order received

Person specification

Key skills and knowledge	Desired/Essential
Excellent verbal, literacy and numerical skills	Essential
Accurate typing and data entry skills	Essential
Attention to detail with a methodical and organised approach to a varied workload	Essential
Contract and tendering exposure	Desired
Experiencing using Dimensions accounting software	Essential
The ability to multi task , manage a number of projects simultaneously with calmness and accuracy	Essential
Experience of shipping and invoicing	Desirable
Car Driver	Desirable
Flexible individual to be willing and able to assist across multiple areas of the business	Essential