



Job Title	Service Sales Administrator
Date Reviewed	February 2018
Purpose	To provide a professional administrative service to the department, ensuring compliance with AVK policies and procedures
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 becoming a first point of contact for our engineers and team. 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

	Answer incoming calls to the service department, bring the first point of contact in a professional manner
	Review weekly Generator Engineer timesheets, ensuring data is correct and audit utilising the Navman Director system
	Scrutinise and approve weekly expense claims, including subsistence claims, from both UPS and Generator Engineers ensuring criteria is applied in line with the AVK Expenses and Subsistence Policy
	Manage all Service Department PPE stores, issuing where appropriate for new starters and replacement items
	Ensure all Service Engineers are security cleared to the necessary levels required by our customers including DBS checks on a 3-year basis, maintain and update the Security Register and arranging for Disclosure Scotland forms to be issued prior to expiry of existing clearance checks
	Where appropriate raise necessary capex and purchase orders for the purchase of equipment and service maintenance tools ensuring relevant authority to purchase has been gained prior to order placed
	Maintain and update all Service personnel training records



	Generate competency certificates for all service personnel and upload to Service folder
	Issue all compliance documentation, to include insurance certificates and waste notifications) to customers on request
	Arrange all travel and hotel accommodation for service personnel ensuring necessary authority has been issued ahead of booking confirmation
	Update and maintain the company equipment and tools register, organising calibration and ordering replacement items where appropriate
	Collate and file UPS and Generator stock removal forms ensuring the Huddersfield office receive appropriate copies for their records
	Raise quotations and invoices for minor works where required
	Collate all waste consignment notes and save on SME
	Maintain stock of consumables, i.e. waste consignment note pads, UPS and Generator adhesive items
	Raise sales invoices for maintenance contracts where appropriate
	Log invoices on FM websites for approval where required
	Co-ordinate the supplier accreditation process to ensure applications and renewals are submitted ahead of expiry

Person specification

Key skills and knowledge	Desired/Essential
Excellent written and verbal communications	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
Excellent literacy, numeracy and IT skills	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