



Job Title	Contract Renewal Administrator
Date Reviewed	November 2018
Responsible To	UK Service Sales Manager
Responsible For	None
Location	Maidenhead Office

Business Profile

AVK are the UK's leading provider of critical power systems and maintenance that guarantee your power. For 30 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 £30m. Our extensive and growing client base reflects our highly regarded reputation for both quality and service

Role summary

The Contract Renewal Administrator function is responsible for ensuring our customers experience a first class service with prompt and timely contract maintenance. The incumbent will be expected to undertake a variety of duties in conjunction with the service sales and delivery team to ensure a polished end to end experience. This role has responsibility for quality, process and the high standards our customers expect.

Responsibilities

	Monitor current service maintenance contracts, tracking duration of contract and remaining term
	Prepare and issue renewal terms to existing customers ensuring, where possible, an agreed annual value uplift is secured
	Follow-up renewal contracts to facilitate signed contract return prior to expiry of existing contract
	Where necessary enter into dialogue with customer to secure contract renewal
	Refer contract renewal to the allocated Service Sales Executive when contract renewal has not been renewed or customer requires reduction in costs for negotiation
	Ensure all relevant purchase orders are received prior to contract renewal commencement and uploaded to SME accurately
	Raise and issue purchase orders to third party suppliers
	Assist Service Sales Executives where necessary to secure maintenance renewals and new contracts
	Update and maintain contract renewal and tracking spreadsheets



	Build and maintain excellent relationships with across the AVK business and our customer base
	Any other reasonable tasks and responsibilities as may be deemed necessary in support of the operations of the company and other employees identified by the Line Manager

Person specification

Key skills and knowledge	Desired/Essential
Excellent written and verbal communication skills	Essential
Accurate typing and data entry skills	Essential
Attention to detail with a methodical and organised approach to workload	Essential
A systematic approach to problem solving	Essential
Contract and tendering exposure	Essential
Be adaptable and confident under pressure	Essential
Experience of shipping and invoicing	Desired
Car owner/driver	Desired