



Job Title	Service Administrator
Date Reviewed	May 2019
Responsible To	Service Operations Team Leader
Responsible For	None
Location	Huddersfield

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, standby diesel generators and Battery Storage solutions 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 10MVA 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 Service Administrator. This role has responsibility for quality, process and the high standards our customers expect. Occasional travel to our Head Office in Berkshire will be required.

Responsibilities

1	General administrative support for the Generator Service team to include post distribution, raising purchase orders, monitor stationery stock arranging for supplies when necessary
2	Time & Material / Emergency Call out (T&M / EMC) invoicing, requesting verification of any purchase orders raised against the call number where appropriate. Advise accounts if Purchase orders require amendment.
3	Close calls on service manager software (SME) prior to invoicing including Planned Preventative Maintenance (PPM) calls / Cancel calls as required and authorised by the Service Operations Manager, update notes on call references when cancellations are required.
4	Credit clear purchase orders when received by department. EMC
5	Monitor and correct site reports when received, upload onto O Drive and allocate for quotation where appropriate. Ensure allocation to client to maintain SLA's
6	Raise calls and make up job packs for EMC calls which is then allocated to the Service Controller for relevant allocation
7	Quote for all EMC works based on engineer site reports issue quotation and site report to client, secure along with email requesting a P/O by return due to being an EMC – if further works required pass report to Service Control for return visit quotation to be raised.
	Monitor Northern pool car usage, ensuring all necessary paperwork is completed prior to allocating vehicle



	Main point of contact for general enquiries relating to site reports and client required documents.
	Chase all outstanding purchase orders required for EMCs. Pass debt to appropriate account manager after chased twice.
	Apply for relevant FM application forms following jobs close and invoice T&M / PPM when application approved.
	Carry out site specific permit vetting / contingent workers
	Collate receipts and fill in petty cash expenses. Send to accounts at the end of each month.

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
The ability to multi task, manage a number of projects simultaneously with calmness and accuracy	Essential
Able to work with minimal or no supervision	Essential
Car Driver	Essential