

JOB DESCRIPTION – Service Environment Support Administrator

Job Title	Service Environment Support Administrator
Date Reviewed	January 2020
Responsible To	Service Operations Manager
Responsible For	None
Location	Maidenhead

Business Profile

AVK are the UK's leading provider of critical power systems and maintenance that guarantee your power. For over 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 1.6MVA to standby diesel generation ranging in size from 5kW up to 4MVA 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 Environment Support Administrator has responsibility to provide administrative support to the Fuel Systems Team and our Service Contracts Division.

The Environment Support Administrator will have wide-ranging responsibility ensuring compliance in line with AVK policies and procedures and will have pivotal involvement in the day-to-day operational environment.

This role has responsibility for quality, process and the high standards our customers expect.

Responsibilities

	Arrange credit clearance on client purchase orders without undue delay
	Close calls on the internal IT systems prior to invoicing including annual remedial or PPM calls / cancel calls as required and authorised by the Service Contracts Manager
	Create job packs with all associated documents relevant to delivering remedial works
	Ensure all Environmental fuel system invoices are issued to clients in a prompt and timely manner
	Ensure all supplier invoices for parts and associated works are approved and passed to the Finance team in a prompt and timely manner
	Order required parts for the Fuel Systems division ensuring receipt and progress to customers site
	Main point of contact for general enquiries relating to site reports and client required documents.
	Ensure accurate purchase orders are raised for any works to be carried out by our sub-contractor partners and matching invoices when works have been completed
	Promote supplier relationships and promote better buying practice throughout the division
	Load and build all new and renewed contracts on SME
	Raise and issue purchase orders to third party suppliers
	Where necessary enter dialogue with customer to secure contract renewal
	Provide proactive updates to customers and internal team members regarding ongoing works and contract when necessary.
	Ensure relevant purchase orders are received prior to contract renewal commencement and upload to SME accurately.
	Build and maintain excellent relationships with across the AVK business and our customer base.
	Where required prepare and issue renewal terms to existing customers, ensuring where possible, an agreed annual uplift is secured.
	Any other reasonable tasks and responsibilities as may be deemed necessary in support of the operations of the company and other employees identified by your line manager.

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	Desired
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