

## **JOB DESCRIPTION – Service Contracts Administration**

Job Title	Service Contracts Administrator
Date Reviewed	March 2022
Responsible To	Service Contracts Manager
Responsible For	None
Location	Maidenhead

### **Business Profile**

AVK are the UK's leading provider of critical power systems and maintenance that guarantee reliable power. For 31 years we've been supplying UPS systems, standby diesel generators and more recently Battery Storage and Gas Generation solutions providing our clients with reliable back-up power schemes 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/gas generators, uninterruptible power systems, battery storage, 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 large scale bespoke applications, 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.

### **Overview**

The Service Contracts Administrator function is responsible for ensuring our customers experience first class service with prompt and timely contract maintenance. The incumbent will be expected to undertake a variety of duties in conjunction with the wider contract team, service sales team 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 ad remaining term
	Prepare and issue renewal term to existing customers, ensuring where possible an agreed annual percentage value uplift is secured
	Follow up renewal contracts to facilitate signed contract return prior to expiry of existing contracts
	Where necessary enter into telephone dialogue with customer to secure contract renewal
	Ensure all relevant purchase orders are received prior to contract renewal commencement and upload onto AVK's SME system accurately
	Raise and issue purchase orders to any third-party suppliers (signing off once completed)
	Update and maintain contract renewal and tracking spreadsheet
	Build and maintain excellent relationship across the AVK business and our customer base
	Assist Service Contracts Department with upselling and upgrading existing contracts.
	Any other reasonable tasks and responsibilities as may be deemed necessary in support of the operations of the company and other employees

## Person specification

<b>Key skills and knowledge</b>	<b>Desired/Essential</b>
Excellent written and verbal communication skills	Essential
Accurate typing and data entry skills	Essential
Attention to details with a methodical and organised approach to workloads	Essential
A systematically approach to problem solving	Essential
Contract and tendering exposure	Essential
Be adaptable and confident under pressure	Essential
Experience of purchase order's ad invoicing	Desired
Car Owner / Driver	Desired
Good understanding and standard on Outlook	Essential
Good understanding and standard on Microsoft Word	Essential
Good understanding and standard on Microsoft Excel	Essential