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SUSTAINABILITY ENGINEERED

Position Title	Customer Service Administrator
Hours	Full Time
Reports To	Customer Service Manager

You will be confident with picking up the phone, answering customer questions and liaising across all departments to ensure the end result is achieved. This is a high-volume environment where you must be competent at multi-tasking and administration. This includes consistent and accurate record management and data entry in our customised software, whilst ensuring we hit every Service Contract task.

To be successful in this role you will be super organised and a quick learner, who is great at thinking on their feet, be able to resolve problems efficiently, have excellent communication and be flexible and adaptable to change. As you will be liaising with external customers, subcontractors, suppliers and internal business units, you will be great at building relationships in order to achieve overall Service objectives.

Main Responsibilities

Provide excellent service to our customers by answering their queries, solving problems, scheduling maintenance visits, performance administration and being an all-round customer service superstar. Greater responsibilities will include:

- Be the main point of contact of the Service team via phone and through the AE Service email inbox.
- Walk customers through initial troubleshooting steps where possible.
- Perform general administration including consistent and accurate updating of information in Salesforce, Simpro and Sharepoint.
- Coordination activities including quoting, invoicing and general administration of paid service work for clients and subcontractors.
- Update in-house Technician schedule and run weekly scheduling meetings with Engineers.
- Subcontractor administration including contractor assessment data collection, site inductions and scheduling of service work.
- Ensure service Cases are entered correctly in Salesforce and updated effectively and efficiently.
- Provide customers with clear communication and regular updates of Open Cases.
- Organise Warranty replacements and works including logistics, return of faulty items and claiming reimbursements from manufacturers for parts and or labour.
- Monitoring portals – spot checking clients' performance for any issues and follow the Case process for investigation, client comms and rectification.



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Key Experience & Capabilities

- A proven background in administration roles, ideally gained within an operational environment.
- Great at building strong relationships with colleagues, customers, suppliers and subcontractors.
- Strong organisational and communication skills.
- Time management, regular following up, data accuracy and great attention to detail.
- Excellent customer service, written and verbal communication skills.
- Professional and friendly phone manner.
- Capable of problem solving and providing a solution.

How You Will Succeed

- Pool multi-disciplined resources to achieve success in your tasks.
- Strive to be the best and be persistent with results in line with the main responsibilities listed above.
- Follow the golden rule - treat others with respect.
- Don't take oneself too seriously, and celebrate wins!