

JOB DESCRIPTION

SPRINKLER SERVICE & TESTING ADMINISTRATOR

ARGUS FIRE SYSTEMS SERVICE LIMITED

THE ARGUS GROUP

REPORTS TO: Auckland Administration Supervisor

INTERNAL FUNCTIONAL

RELATIONSHIPS WITH: Sprinkler Service Supervisor
Administrators
Service Technicians & Testers
Department Managers

EXTERNAL FUNCTIONAL

RELATIONSHIP WITH: Customers
Contractors from other services
Fire & Emergency Services of NZ
ADT, Alarm NZ, AFMA
Suppliers

LOCATION: Auckland region

1) PRIMARY RESPONSIBILITY

The Sprinkler Service & Testing Administrator is responsible for organising and prioritising Sprinkler & Testing administrative service work.

This role requires attention to detail and emphasis on customer service.

2) KEY TASKS AND OTHER RESPONSIBILITIES

GENERAL DUTIES

- To organise & prioritise work maximising efficiency & maintaining an excellent service record with our clients
- Provide backup to the Compliance Administrator and/or Auckland Service team as and when required
- Answer incoming calls and handle customer enquires

- Process testing sheets – invoice additional work, advise other of any urgent issues on sites
- Process supplier invoices that are related to any jobs in your area of responsibility
- Costing of relevant work & invoicing of the jobs in your area of responsibility
- Completion & accurate processing of timesheets on a daily basis
- To order equipment & materials as required for the timely & efficiency of the area of responsibility
- Opening / preparing jobs, updating site registers, invoicing, clearing of WIP, providing quotes, purchase orders and follow up on customer POs
- Assist with the maintenance & generation of Fireforms
- Take minutes at the Tool Box talks
- Follow up technicians service reports
- Process all Criticals system failures
- Testing faults –
 - Check if repeat fault or new fault
 - Check in SmartTrade status of opened jobs
 - Follow up to the correct person or via email
 - Log a new fault in SmartTrade & assign the correct person to quote
- Tester & Sprinkler Calls –
 - Site Access issue:
 - Check current contract, check email notifications
 - New Site requirements:
 - Update SmartTrade, notify all concerned
 - Site Inductions:
 - Follow up process with client, check in SmartTrade, update site induction requirements
 - New systems Installed / additional / removal:
 - Advise Sales Team to update Testing contract
 - System Defect:
 - Follow up with service team / minor works team
 - PO Request:
 - Check status of stocks with Bensan
 - System Issue / Phone:
 - Investigate & report to Tina if required
 - Uniforms:
 - Orders for Safeworld
- Timesheets:
 - Receive timesheets from Testers & Sprinkler Techs
 - Check each entry in SmartTrade
 - Check Office time, inductions, no job entries and follow up
 - Process & send to Testing Manager and Sprinkler Service Manager for approval
 - Once approved send to Famin
- Supplier Invoices:
 - Receive Supplier invoice report (fortnightly)
 - Update Order items

- Mark as Received Complete order in SmartTrade
- Send Monthly Test Sheets to client:
 - Receive notification reminder to send test sheet to some clients/tenants
 - Download test sheet from SmartForms database
 - Send to client/tenant via email
- To maintain & update training & personnel records
- Any other administrative duties as and when required
- Answer main line phones

3) MEASUREMENT OF PERFORMANCE

- 360° feedback from colleagues, contractors, suppliers and customers.
- Accuracy and efficiency of client records, reports, paperwork and files.
- Compliance of the divisions' procedures to ISO 9001.
- Accuracy of word and data processing.
- Timeliness, relevance and accuracy of reports.
- Achievement of division's agreed budgets and targets.
- The ability to work unsupervised
- Be able to work consistently through the month to maintain an accurate tracking of targets/budgets
- Proactively working to make process and procedures more efficient

4) OTHER IMPORTANT ATTRIBUTES

- Understanding and commitment to 'the Argus Way'.
- Loyalty to the Group.
- The standard of the Group's performance records.
- Personal development and currency of knowledge.
- A degree of co-operation with Line and Functional Management from Support Team and the Branches.
- Communication in a professional manner towards clients at all times.
- Problem Solving – ability to identify or rectify any problems.
- Ability to supervise others work
- Their degree of co-operation with line and functional management of Head office and branches.

- Positive attitude towards work – must reflect Argus as good service agent.
- Capable, competent and have a good, polite positive manner at all times.
- Reliable, respectful, responsible to all parties concerned.
- Must be contactable at all times.
- Must be able to train and supervise junior / intermediate team members.