**JOB DESCRIPTION**

**SERVICE ADMINISTRATOR**

**ARGUS FIRE SYSTEMS SERVICE LIMITED**

**THE ARGUS GROUP**

**REPORTS TO:** Auckland Service Supervisor

**INTERNAL FUNCTIONAL**

**REALTIONSHIPS WITH:** Service Team

Project Managers

Administrators – Service & other departments

Service Technicians & Testers

Department Managers

**EXTERNAL FUNCTIONAL**

**RELATIONSHIPS WITH:** Customers

Contractors from other services

Fire & Emergency Services of NZ

Suppliers

**LOCATION:** Auckland region

1. **PRIMARY RESPONSIBILITY**

The Auckland Service Administrator is responsible for assisting the Service Coordinators and Administrators and Division Manager.

Responsibilities may be adjusted from time-to-time to accommodate the needs and requirements of the Service team.

This role requires day-to-day prioritisation and allocation of Service work, exceptional attention to detail and emphasis on customer service.

To foster a culture of safety in the workplace, and ensure staff are trained and equipped to work safely, and in accordance with the Argus Pillars and customer safety policies.

All work must comply with New Zealand Standards, relevant statutory requirements and within best industry practices.

1. **KEY TASKS AND** **OTHER** **RESPONSIBILITIES**

**General duties**

* Enter supplier invoices, request PO’s and invoice works
* Open jobs, allocated and dispatch when required
* Assist with organising site access to carry out works
* Assist with organise materials required for service jobs
* Follow up on obtaining site access
* Follow up scheduled return dates for incomplete works
* Monitor and action all work orders in Smart Trade
* Prepare client reports for non-Key Account customers
* Manage lost sites register
* Assist with updating all isolation reports
* Monitoring alerts from ADT, Alarm NZ & AFMA
* Assist with the maintenance & generation of Fireforms
* Assist with the processing of supplier’s invoices
* Maintain Vault for qualifications of staff
* Ordering of uniforms for the Service team as required
* Provide administration support for the Auckland Service division
* WIP control & any other reports required by the Service Manager
* Prepare weekly/monthly reports as required
* Customer service
* EHS requirements for service – inductions – vehicle checks – licenses
* Training coordination
* Deal with fellow team members, suppliers and customers by telephone, email, fax and face-to-face when they visit.
* Facilitate prompt service to customers by obtaining pertinent, and correct information from these customers requesting service, analysing this information accurately and channelling the request to the appropriate team member and / or contractor.
* Assist with managing inwards and outwards correspondence by telephone, email and mail.
* Assist with all word-processing and data entry services.
* Participate in ISO 9001 internal audit requirements as necessary.
* Assist with divisional accounting, database and management reporting requirements.
* Assist with the maintenance of and management of divisional filing systems, including archives.
* Other administration duties that may arise and will be discussed and agreed upon.
* Answer main line phones

1. **MEASUREMENT OF PERFORMANCE**

* 360O feedback from team members, contractors, suppliers and customers.
* Accuracy and efficiency of customer records, reports, documents and files.
* Compliance with the Group’s Health and Safety Policy.
* Compliance of the divisions’ procedures to ISO 9001.
* Proactive problem solving – the ability to identify / rectify any problems.
* Loyalty to the Argus Group.
* Personal development and currency of knowledge.
* A degree of cooperation with all teams in the Argus Group.
* Professional communication at all times.
* Effective & efficient allocation of appropriate resources
* Minimal complaints
* Increase customer compliments

1. **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.
* 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.