**JOB DESCRIPTION**

**KEY ACCOUNTS COORDINATOR**

**ARGUS FIRE SYSTEMS SERVICE LIMITED**

**THE ARGUS GROUP**

Reports to: Key Accounts Manager

Direct liaison with: Strategic Relationships & Marketing Manager, Sprinkler & Alarms Managers, Compliance Administrator, Projects team.

Functional relationships: Argus team members, clients,

 Argus Support Services (Finance, IT and Design)

Location: Auckland

**POSITION SUMMMARY AND OBJECTIVES**

Reporting to Key Accounts Manager, the Key Accounts Coordinator is responsible for providing daily administrative support to the Manager and the regional team. This includes activities related to procurement, costing, invoicing, sales, contractor and supplier management, project management and health and safety.

The role requires the day-to-day prioritisation and allocation of work and requires attention to detail and an emphasis on customer service.

All work will be conducted in compliance with statutory requirements and best industry practices and will follow Argus’ ISO 9001 quality procedures.

**RESPONSIBILITIES AND EXPECTATIONS**

Outlined below is a summary of responsibilities and expectations which are a requirement of this role. This outline should not be read as a limit of responsibilities or as an exhaustive list; instead it is intended to record minimum requirements and the general theme of the role.

CUSTOMERS

* Communicate proactively with clients to keep them updated on work in progress or quoted jobs.
* Continual communication of priority matters to Key Accounts Manager.
* Emails – responding to and forwarding to correct internal staff. This will also include outgoing to clients.
* Manage inwards and outwards mail.
* Interact positively with team members, suppliers, contractors and clients.

COMMUNICATION

* Consistently convey a positive and enthusiastic attitude in the workplace.
* Facilitate prompt service by obtaining accurate information from clients and directing requests to the appropriate staff and/or contractor.
* Deal with team members, suppliers and project customers by telephone, email, and face-to-face.

FINANCIAL

* Assistance to Key Accounts team in debt reconciliation – Collating information.
* Assess cost of claims with a view to query or pass to Key Accounts Manager.

HEALTH & SAFETY

* Log and escalate safety and wellness concerns as required.

PROCESSES

* Ensure accurate and relevant monthly reports are prepared for the Manager.
* Service the needs of existing and potential clients.
* Point of contact for incoming client requests.
* Client liaison for outgoing correspondence.
* Manage contract documentation for correct sign off.
* Decipher requests quickly and distribute to the accurate department or client contact.
* Participate in ISO 9001 internal audit requirements as necessary.

**KEY OUTCOMES**

* Satisfied clients, colleagues, contractors, and suppliers.
* Efficient distribution of all correspondence.
* Accurate, relevant and timely word processing, reporting, accounting and updating of management records and reports.
* Supports the achievement of the National budgets and targets.
* Compliance with Argus ISO 9001 procedures.

**In addition the following less tangible factors will be taken into account:**

* Loyalty to the Argus Group.
* Commitment to ‘The Argus Way’.
* Personal development and currency of knowledge.
* Co-operation with line and functional managers within the branch and Argus support teams.
* The ability to identify and rectify problems.

**EXPERIENCE AND QUALIFICATIONS**

NZ residency with a minimum of 3 years New Zealand work experience.

Previous administration experience in the construction, building services or fire industries is preferable.

A knowledge and understanding of NZ Fire Standards, the Building Code and local building compliance regulations is desirable.

A knowledge and understanding of NZ Health and Safety Law.

Attention to detail and the ability to multitask.

**SKILLS, COMPETENCIES, AND ATTRIBUTES**

Fluent in English.

Excellent communication and presentation skills.

A positive attitude, ‘can do, will do’ approach.

A passion for delivering outstanding customer service.

Highly motivated and productive.

The ability to think independently, be solutions orientated and to deliver on promises.

The demonstrated ability to manage the details.

The demonstrated ability to interact confidently with others and to actively listen.

The demonstrated ability to work in a changing and dynamic team environment.

Strong process, time-management and organisational skills.

A high level of computer system literacy including using Microsoft products.

A high level of financial literacy.