

# SERVICE ADMINISTRATOR

## The Role:

Logic Fire & Security - a market leader in the Fire & Security industry, is looking for a talented individual to join our Scheduling Team. Your role is to ensure the planned maintenance, small jobs and call outs are scheduled into the system and concise details are forwarded to the engineers with sufficient time to ensure that the works are completed in the allocated time and ensure first time fix. In addition, as part of the scheduling team you will have responsibility for ensuring jobs are completed on the Company System following the engineers visit, that jobs are invoiced, customers are issued the relevant documentation and any further works are actioned.

## Purpose:

The main purpose is to support the business in meeting customer expectations and managing engineer workloads to ensure smooth running of the Scheduling department.

## The Candidate: Skills

We are seeking a dynamic, confident administrator with office-based experience and strong commercial awareness. You will have ideally worked in the construction environment or have a good knowledge of scheduling. Have excellent communication and negotiation skills and the ability to manage client expectations and requirements. The successful candidate should have great attention to detail, an understanding of budget control, strong organisational and planning skills, and the ability to work well as part of a team or on their own initiative.

## Main Duties:

- Check with the Scheduling Supervisor daily for the objectives of the day.
- Assess scheduling priorities based on the works listed on the system.
- Schedule works taking into consideration the location of other jobs booked for the day and the location and qualifications of the attending engineer.
- Liaise with customers to suit their needs whilst also considering the business costs involved with processing these works.
- Report to the Management team regarding the engineer's productivity both positive and negative.
- Give full details of the jobs to engineers as to what needs doing to ensure repeat visits are avoided.
- Ensure customers are provided with all relevant information for the works to be completed.
- Deal with any queries or issues that arise from the scheduled works.
- Complete calls via the Company System and ensure that the works are invoiced promptly.
- Deal with incoming calls from customers, dealing with their query or directing them to the correct department.
- Taking responsibility for key accounts, processing maintenance visits, costing works completed and obtaining purchase authorisation numbers.
- Completion of excel spreadsheets accurately to identify charges due.

## Remuneration:

- Salary (dependant on experience) paid monthly.
- 40 hours per week Monday to Friday.
- Annual leave entitlement is 21 days + bank holidays per annum increasing by 1 day year at the commencement of the new leave year, up to a maximum of 5 additional days. This is effective after the completion of 1 year's service.
- Company Pension.

Logic Fire and Security are an Equal Opportunities Employer and proactively promote equal opportunities throughout the Company. Logic has a Zero Tolerance policy regarding any harassment in any form.

**If you are interested in the above position, please respond in writing with your CV and cover letter to [recruitment@logicfireandsecurity.com](mailto:recruitment@logicfireandsecurity.com)**