

Customer Service Administrator

(Front Office)

Purpose and objectives of the role

An integral member of our team, playing a crucial role in ensuring smooth service operations and consistently delivering high levels of customer satisfaction. You will be motivated, organised, and committed to providing an exceptional customer experience from the outset.

With a strong attention to detail, you will work collaboratively with the team to schedule service and repair jobs for a diverse range of customers and clients throughout the South West region.

This role involves coordinating service schedules, liaising with customers and contractors, and ensuring compliance with all relevant regulations. As the administrator, you will be key in supporting the engineering team's efficiency and ensuring seamless operations. Given the nature of this role, which is heavily phone-based, enjoying customer service interactions is essential.

Customer Liaison:

- Handle incoming inquiries from the public regarding gas services and repairs, providing clear and accurate information.
- Schedule service appointments, ensuring efficient allocation of resources and timely completion of work.
- Address customer complaints or issues, coordinating with managers to resolve problems promptly.
- Provide updates to customers/ clients on the status of ongoing service requests or contracts.
- Ordering of parts as required

Contract Management:

- Assist in the preparation, administration, and monitoring of service contracts, planning for gas servicing schedules operating to a 56 day planning process.
- Maintain accurate records of contracts, including service schedules, costs, and compliance requirements.
- Coordinate with contractors to ensure timely and effective service delivery according to contract terms.
- Monitor contract performance and ensure all contractual obligations are met.
- Process Heat Plan Renewals dealing with all administration associated with this contract as and when required

Administrative Support:

- Maintain detailed and organised records of all service-related activities, including service reports, customer interactions, and financial transactions via our CRM system.
- Prepare and process invoices, ensuring accuracy and timely payment.
- Compile reports and summaries for management, highlighting key performance indicators and areas for improvement for contracts.
- Logging jobs accurately on CRM including sending text messages via the system
- Checking of internal dashboards daily, ensuring the information is accurate and up to date along with any client specific spreadsheets as necessary

Team Coordination:

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- Work closely with gas service engineers, schedulers, and other team members to ensure seamless operations.
- Act as the first point of contact for internal and external stakeholders regarding service administration matters for contracts you are responsible for.
- Any other duties reasonably requested to cover business steps

Person Specification

- **Administrative Experience:** Proven experience in an administrative role, ideally within the gas heating sector.
- **Organisational Skills:** Strong organisational abilities, capable of managing multiple tasks simultaneously.
- **Communication Skills:** Excellent written and verbal communication skills, with a strong customer-focused approach.
- **Customer Service Experience:** Previous experience in a customer-facing role, particularly in environments with high call volumes of interactions.
- **Process-Oriented:** Demonstrated experience working within structured processes.
- **IT Proficiency:** Strong IT skills, including proficiency in MS Word, Excel, and Outlook.
- **Teamwork and Independence:** Ability to work effectively both as part of a team and independently.
- **Positive Attitude:** A proactive, "can-do" attitude.
- **Attention to Detail:** High attention to detail and accuracy in all tasks.
- **Problem-Solving:** Strong problem-solving skills with a proactive approach to challenges.
- **Pressure Management:** Ability to work well under pressure and meet deadlines.

Key Relationships

Internal:

- Service Department
- Customer Care Department
- Engineering Team

External:

- Clients, Customers

Gregor Heating's Values

- **Passion** –We are passionate about the quality of our work and the service we provide to our customers, suppliers and each other
- **Pride** –We are proud of our Company and our reputation and are committed to being the best we can
- **Professionalism** –We are qualified and well trained team, always behaving in a professional manner treating everyone with courtesy, respect and consideration
- **Protective** –We will protect the reputation and sustainability of our business and are accountable for every decision we make. We are trusted and reliable
- **Proactive** –We are forward thinking. We use the very best technology, equipment and training to always be able to provide the best solution for the customer

We are an equal opportunities employer and welcome applications from all individuals regardless of race, gender, disability, religion/belief, sexual orientation, or age. We are committed to creating an inclusive environment where everyone can thrive and

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contribute to our success. To apply for this role please submit your CV to Kylie
hr@gregorheating.co.uk