

# STAR MICRONICS GB LTD

## SERVICE ADMINISTRATOR

Star GB require a dynamic service administrator to join their customer support team.

Reporting to the Service Manager the role is office based at our Derby headquarters.

### Responsibilities include:

- Providing day to day support to the service manager
- Dealing with incoming customer queries via phone / email
- Arranging field-based engineer accommodation / flights
- Generating engineer visit sheets
- Generating customer service contracts
- Managing the delivery / collection of alignment equipment
- Generating invoices for chargeable work
- Filing engineer visit reports on to the server
- Processing engineer expenses
- Booking machine deliveries with customers / hauliers
- Managing car fleet
- Updating service and training records

The candidate must have previous administrative experience in a customer support role. The role requires excellent organisational skills and a detailed, methodical approach to daily tasks is essential. The candidate must have good knowledge of Microsoft office programs especially Excel. He or she must be self-motivated, reliable, accurate and be able to work on their own initiative. Efficient time management is vital, in addition, effective communication and IT skills are also essential.

The successful candidate's re-numeration package will include the following:

- Competitive salary
- Quarterly bonus (based on nett sales)
- Pension
- Life assurance
- Private healthcare (includes partner and dependants)
- Mobile (smart) phone