

ADMINISTRATION

Service Administrator - Scotland

Due to an increased workload and a change of location GRIMME Scotland are currently seeking to expand their team and hire a new **Service Administrator**. Reporting directly to the Service Manager, you will ensure the efficient administration of all service tasks including managing calls, processing warranty claims and organising job cards. You will also be expected to provide administrative assistance to the Depot Manager and sales team where required. In return GRIMME offers an excellent salary, a pension scheme that pays over the industry average, medical insurance and the opportunities to progress within a dynamic organisation.

Initial Responsibilities:

- Help process all job cards through the Service Department.
- Manage all incoming calls.
- Time sheet analysis for the workshop team.
- Delivering customer expectations in line with department targets.
- Assist with health and safety requirements for the service department.
- Generate documents for machine appraisals.
- Work alongside Parts Manager to generate and process customer invoices.
- Process all machine installation documentation.

Requirements:

- Excellent communication skills.
- Excellent organisational skills, whilst being able to identify priorities in a highly demanding environment.
- Ability to work as part of a flexible team delivering industry leading support.
- Proficient with Microsoft Dynamics AX.

Benefits:

- Attractive remuneration package.
- 24 days annual holiday.
- Pension contribution.

Further Information:

Please direct all interest and applications to our HR department in the strictest confidence via email: hr@grimme.co.uk or call Graham Fryer on 01592 631291.

Closing date for applications 07 May 2021.