

OUR CORE VALUES



TEAMWORK



INNOVATIVE



RESPONSIBILITY



CUSTOMERS



INTEGRITY

Electrical Administrator

Department: Electrical Department, Kent House (Cheam)

Reporting to: Lynne McNiece, Department Manager

Hours: Monday – Friday, 8am – 6pm (on a rota basis to cover these hours)

Description

The role will encompass supporting the existing Electrical Team and taking responsibility for the daily management of allocated engineer's diaries, time sheets and all relevant paperwork associated with time sheets. The Electrical Administrator is also responsible for making sure invoicing is done on a daily basis as well as timesheet approval – all after the usual in-house training has taken place whilst working within the department. The main intention is to achieve a high level of control, monitoring and consistent focus on performance within the Electrical Department.

Main responsibilities

- Approving engineer timesheets
- Ensuring all relevant paperwork has been received
- Ensuring SOR's are loaded correctly and the correct ones used
- Running weekly invoicing reports and making sure all paperwork has been submitted to ensure invoicing is up to date for month end and meeting relevant deadlines
- Planning daily works for the electricians (diary management)
- Confirming appointments with residents on a daily basis
- Dealing with Clients directly on the phone from all current contracts and by e-mail

- Sending quotes to Clients for approval to carry out remedials
- Making sure all works issued have all the relevant information and materials ordered for the job to be completed on that visit

Main pre-requisites

- Excellent communication skills at all levels (both written and verbal)
- Previous experience in a customer service/admin role preferred
- Exceptional customer service skills
- Understanding delivery of best value and continuous improvement
- Good organisational skills
- Demonstrate initiative and a good work ethic
- Openness to learning

Benefits of working for us

- Established in 1966 we now employ over 400 members of staff, yet remain a **family run business, with strong family values**
- Envious reputation for **high staff retention** rates
- Role specific training and development
- **Equal opportunities employer**, with a culture to promote from within
- **Mental Health** awareness and resources
- We promote **cycle schemes** to encourage healthier lifestyles
- Yearly **annual leave increase** after 5 years of service
- Open door policy
- **London Living Wage** employer
- Members of **the 5% club**



Interested in applying?

Please send a copy of your CV to customercare@smithandbyford.com