

Job Description

Job title	Service Support Administrator	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

Describe the overall purpose of the job in two or three sentences.

To support the Service Delivery team in the day to day administration.
Provide Holiday and sickness cover for the Service Delivery and site administration teams

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

Job Information:

Support the Service Delivery team with booking in subcontractor visits and chasing paperwork.
Collating information for monthly reports.
Assist with the upkeep of engineer training records.
Closing down paperwork and filing in the site specific folders.
Chase Suppliers and Subcontractors on behalf of the scheduling team.
Answering the telephone and directing calls.
Provide Reception cover for Holidays and Sickness
Raise Purchase Orders when required
Scanning documents in and filing

Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

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Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

Have previous administrative and customer service experience
 Possess strong communication skills, both verbal and written
 Possess excellent attention to detail and accuracy skills
 Be a team player with an exceptional 'can do' attitude and a willingness to be of assistance to the team
 Be knowledgeable on MS packages such as Word, Excel and Outlook

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

Line Manager <i>Signature</i>	
Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	

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