

# JOB DESCRIPTION FORM

## Service Administrator



**POSITION TITLE:** Service Administrator  
**DIVISION:** Service  
**REPORTING TO:** Service Manager  
**LOCATION:** 87 Wanneroo Road, TUART HILL WA 6060

### PROBATIONARY PERIOD

The probationary period for this role is the first six (6) months of employment

### WORK HOURS

This position is a fulltime position (Monday – Friday), totalling 80 hours per fortnight.

Start and finish times are as follows (may be reviewed upon completion of the probationary period):

Monday to Friday: 8.00am – 4.30pm (30-minute lunch between 12.00pm and 1.00pm).

### POSITION DESCRIPTION

Reporting to the Service Manager, the Service Administrator is responsible for a range of administration tasks within Blueforce's busy service department, including invoicing, reporting, debtor follow-up, customer service, and providing ongoing support to the Service Manager, Service Coordinator and Service Technicians.

The Service Administrator will be highly detailed-focused, with strong written, verbal and numeracy skills. They will possess the ability to problem solve and manage competing priorities whilst delivering outstanding results to internal and external stakeholders.

### KEY RESPONSIBILITIES

#### Service Administration

- Daily invoicing of service jobs and client contracts;
- Weekly audit and escalation of service jobs;
- Weekly job status reporting for key customers;
- Coordinating purchase orders, customer portals and online inductions;
- Coordinating travel bookings, qualifications, training, and certifications for service personnel;
- Ongoing oversight of junior admin staff in guard response invoicing;
- Ongoing monitoring, troubleshooting and escalation of customer email queries;
- Ongoing monitoring and follow up of overdue accounts for key service-based customers;
- Setting up and reviewing monitored client accounts, recurring maintenance jobs, customer pre-builds, and pricing structures;
- Creating ad hoc quotes and purchase orders as directed;
- Maintaining, processing, inputting and analysing data in company business systems (e.g. SimPRO);
- Processing and application of customer credit card payments;

- Assisting Service Coordinator with booking client jobs;
- Assisting Service Manager in forecasting monthly targets;
- Assisting Accounts Officer with debtor summaries and collection targets;
- Assisting Accounts Officer with recurring monitoring and maintenance invoices, including updating purchase order numbers and uploading invoices to customer portals;
- Filing of all service paperwork and maintenance of filing system;
- Other duties as directed by the Service Manager and/or Operations Manager.

### **Customer Service**

- Answering general enquiries and customer phone calls;
- Handling inbound service queries from customers and suppliers;
- Effectively responding to, and escalating customer queries, including accurately recording requirements and passing details on to the relevant party where required;
- Arrange meetings, book and prepare meeting rooms and provide/arrange hospitality as needed;
- Other customer service duties as directed.

### **KEY QUALITIES**

#### **Qualities & Competencies (Essential)**

- Proven experience with Microsoft Office (including Word, Excel, Outlook);
- Demonstrate excellent attention to detail;
- Demonstrate a professional and confident telephone manner;
- Demonstrate excellent interpersonal and communication skills;
- Demonstrate proficiency in keyboard, word processing and computing skills;
- Ability to work autonomously;
- Ability to handle and solve customer and supplier enquiries and concerns;
- Ability to work under pressure while remaining accurate in all duties;
- Ability to work as an efficient team member;
- Proactive in ensuring all operations are being undertaken in the most effective manner;
- Proactive in recommending process changes and introducing changes via an implementation plan;
- Maintain professional personal presentation.
- Ensure all tasks are undertaken in accordance with Company Policies and Procedures;

#### **Qualities & Competencies (Desirable)**

- Proven experience in a previous administration or service coordination role;
- Prior knowledge of working with SimPRO;
- Prior experience working in the security or service-based industries.