



## Job Description

**Job Title:** Service Admin Assistant

**Department/Region:** Service Department, Ash

**Purpose:** To ensure that all Client's agreed service documentation including all reports are kept up to date for the department.

**Report to:** Service Manager and National Service Manager

**Key Relationships:** Supervisors.

**Role Description:** You will be responsible for the inputting of service visits onto the ESM/Lift Data system and all other breakdown filing. Inputting onto the LG1, issuing information to clients and engineers. You will be expected to scan documents to a new computer system and will also be a back-up person to answer the telephones/callout desk. Your attention to detail will be utilized in order to ensure that our reputation for quality and accuracy is maintained within the department.

**Main duties and responsibilities:**

<b>Logging work</b>	<ul style="list-style-type: none"> <li>• Keep up to date with the ESM/Lift Data system.</li> <li>• Assess own priorities and respond accordingly.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Communicate any problems immediately to your line manager.</li> </ul>
<b>Check reports</b>	<ul style="list-style-type: none"> <li>• For content to ensure that adequate information has been provided.</li> <li>• For typing errors and omissions</li> </ul>
<b>Maintain</b>	<ul style="list-style-type: none"> <li>• Maintain the quality of reporting and filing systems within the department.</li> </ul>
<b>Communicate information, solve problems &amp; make decisions</b>	<ul style="list-style-type: none"> <li>• Answer questions, advise and inform others.</li> <li>• Ensure that standard wording documentation is kept up to date and is adhered to, including the creation and maintenance of client information.</li> </ul>
<b>Maintain &amp; enhance effective working relationships</b>	<ul style="list-style-type: none"> <li>• Establish and maintain the trust and support of staff and managers.</li> <li>• Support and encourage staff and managers.</li> </ul>
<b>Supervision required:</b>	<ul style="list-style-type: none"> <li>• All members of staff are expected to approach their line manager with any queries or problems as they arise.</li> </ul>

Signed.....

Dated.....