

## Job Description

<b>Job Title:</b>	Office Administrator
<b>Division:</b>	Repairs and Maintenance
<b>Reports to:</b>	Senior Administrator
<b>Direct Reports:</b>	None
<b>Main Interfaces:</b>	Residents, Clients, Axis Employees

<b>Overall Purpose</b>
Working as part of a team in a call centre environment assisting the operational team to deliver a quality service to all clients including Housing Associations and Local Authorities and their residents.

<b>Key Tasks / Activities / Responsibilities</b>
<ul style="list-style-type: none"> <li>• Providing customer service to residents and customers</li> <li>• Using company systems to process orders adequately in order to invoice clients</li> <li>• Updating system with all interactions with residents</li> <li>• Processing supervisory or trade reports to determine action required to resolve repairs</li> <li>• Resolution of minor complaints at call level</li> <li>• Maintain logs and monitor variation request</li> <li>• Maintain and action emails from contract mailboxes</li> <li>• Answering payment queries of both sub contract and client</li> <li>• Scanning and copying of files as required for contract delivery</li> <li>• Arranging appointments for residents with trades people in a cost effective and organised manner</li> <li>• Dealing with queries from residents, changing appointments</li> <li>• Rescheduling appointments using our planning tools</li> <li>• Logging current jobs onto our job management system/database</li> <li>• Working with Supervisors and trades people to organise and schedule work</li> <li>• Updating and changing information as the job changes</li> <li>• Ordering equipment needed for the job</li> <li>• The key person communicating between the resident and maintenance worker</li> <li>• Keeping all activity logged and up-to-date in an accurate manner</li> <li>• Liaising with staff at customer sites keeping them up-to-date with progress information</li> <li>• Follow the company's policies and procedures at all times</li> <li>• Cooperate with colleagues from other departments in a timely manner if and when necessary</li> <li>• Provide information to your line manager in a timely manner when requested to do so</li> <li>• Follow and support policies, procedures, initiatives and work instructions related to sustainability improvement and environmental compliance</li> </ul>

## Person Specification

### Key Knowledge

- IT Literate
- Customer Service
- Maintenance sector terminology
- KPIs
- ROCC

### Key Skills

- Excellent Telephone Manner
- Customer Service focused
- Excellent Communication skills
- Ability to identify problems
- Ability to identify customers' needs
- Willing to go the extra mile to deal with a difficult situation
- Ability to prioritise issues
- Ability to meet tight deadlines
- Ability to work under pressure
- Attention to detail
- Team player

### Key Experience

- Call centre environment
- Maintenance

### Other Key Information

- Excellent Work ethic
- Treating others with respect
- All staff has a personal responsibility and accountability to Axis to ensure that their day to day activities adhere to the Sustainability Policy Statement and Plan and minimise the impact upon the environment.
- It is the responsibility of all staff to ensure that their day to day activities embrace sustainability and reduce the impact upon the environment by minimise waste and maximise recycling; saving energy; minimise water usage and report any electrical faults, water leakage or other environmental concerns to the facilities or line manager.

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I have read and understood the provisions of this job description.

I understand that this document forms part of my employment and I hereby confirm my agreement with its provisions.

Name:

Signature:

Date: