

Job Title: Key Account Administrator
Location: Bestwood Village Nottingham
Package: Negotiable salary
Working Hours: Monday – Friday: 9am – 5pm
Closing Date:

The Oaks
Moor Road
Bestwood Village
Nottingham
NG6 8TU

This is a perfect opportunity for an experienced administrator to join a market leading organisation, based in Bestwood Village, Nottingham.

PWP Building Services have established a strong reputation for outstanding technical excellence, innovation and integrity over the last twenty years with an extensive, blue chip customer base across the UK, encompassing multiple industries.

An enthusiastic and dynamic administrator is sought to work within our key accounts team, who provide both planned and reactive integrated building services maintenance. You will join a dedicated team who are responsible for delivering the best service to some of the UK's leading organisations.

This is a varied and interesting role and will suit someone looking to establish a career within a growing business. You must be exceptionally well organised and IT literate, with a 'can do' attitude and you should thrive working within a busy and successful, vibrant team.

The company prides itself on the quality of its people and its uncompromising commitment to deliver exemplary standards of service. If you'd like to be part of a dynamic, growing company which recruits the best talent and offers excellent career progression, remuneration and benefits, send your CV and covering letter to careers@pwp-ltd.co.uk or apply at <https://www.pwp-ltd.co.uk/careers>

Tel: (0115) 964 7780
Fax: (0115) 964 7786
services@pwp-ltd.co.uk
www.pwp-ltd.co.uk



Registered address:
43 Alexandra Street
Nottingham
NG5 1AY

Company number: 2827817
Registered in the UK
VAT No: 610 6240 89

Summary of Role:

- You will join a team responsible for (but not limited to) the day to day service delivery for our key account clients
- Liaising with the client's management teams and their sites via telephone, email and face to face
- Processing works from enquiry to aftersales care
- Assisting the Specialist Services Management team
- Coordinate incoming customer requests in a timely and organised manner
- Programming reactive and planned works
- Keeping accurate site records
- Liaising with all operational functions and departments to provide customer support and service
- Administration duties
- Responsible for ensuring all completed jobs are invoiced in the appropriate month with required paperwork
- Delegating work to engineers and sub-contractors, and managing their workload, output, diary management and ensuring they have the equipment required to carry out their tasks
- Liaising with monitoring stations and police forces regarding alarm systems
- Other ad hoc duties as and when required

Requirements:

- Customer service experience within an office environment, ideally within the facilities or security industry
- A passion for delivering excellent customer service
- The ability to form excellent working relationships with clients
- An interest in helping to develop and improve processes and efficiencies
- The ability to prioritise workloads and adapt organisational skills to ensure the business runs smoothly
- IT literate; with a strong working knowledge of Microsoft Office
- Proactive, logical and methodical, with a 'can-do' attitude and a willingness to learn
- Excellent communication and customer service skills