

Position Description

Position	Service Administration – Head Office
Location	20 Bridge Road, Griffith
Reporting To	Service Manager
Direct Reports	Nil
Position Overview	The Service Administrator is responsible for all service administration duties, working in an individual and team environment to provide quality services through managing the service administration process in line with overall business objectives.
Key Liaison Points	<p>Operations Manager;</p> <p>Administration Staff;</p> <p>Service Staff;</p> <p>Procurement Staff;</p> <p>Retail Staff;</p> <p>Customers;</p> <p>Suppliers;</p> <p>WH&S & QA Team.</p>
Primary Accountabilities	<ul style="list-style-type: none"> • Booking and invoicing of service work for clients directly and through our website. • Processing of Service Department paperwork including vehicle kilometers, purchase orders, product requisitions and invoices; • Processing of Supplier Price updates within the ERP system; • Customer service and telephone answering including relieving Project Administration & main reception; • Following up open Purchase Orders and related invoices; • Report weekly Service Meeting minutes & Service Progress

	<p>Report (WIP)</p> <ul style="list-style-type: none"> • Managing the flow of relevant invoices through Redmap; • Ensure ample supply of Workshop report books, WHS Forms for Service Staff, stationary & toiletries. • General Filing and ad-hoc administrative duties; • Other duties as directed from time to time.
<p>Other Responsibilities</p>	<p>WHS & QA Responsibilities</p> <hr/> <ul style="list-style-type: none"> • Follow all company safety policies and procedures; • Comply with duty of care with regard to duty of care to self, other workers, clients and the general public; • Work safely and assist in the safety of fellow workers; • Maintain a clean and tidy workplace • Communicate with WHS/QA Team • Participate in Safety Talks and Training
<p>Skills/Qualifications Required</p>	<ul style="list-style-type: none"> • Ability to communicate clearly and professionally in written and oral forms to both internal and external parties, including clients; • Ability to use initiative and to work with a minimum of supervision; • Strong customer service skills; • Demonstrated ability to work independently and as a member of a team, in a reliable and professional manner; • Demonstrated ability and a proactive approach to resolve queries and problems; • A knowledge of the Iribiz and ICI Industries Groups capabilities, including, products, services, solutions and approach to conducting business; • Participate in setting goals and be self-driven to succeed with enthusiasm and determination; • Have an excellent understanding of the business environment and the impact behaviour has on the reputation of the ICI Industries Group business; • Treat colleagues and clients in a manner which demonstrates integrity, honesty and fairness;

	<ul style="list-style-type: none"> • Have competency in the use of computers, in particular Pronto and Microsoft Word and Excel; • Participate in and be a team player in the organisation; • Establish a clear action plan for achieving your targets; • Develop and demonstrate strong time management skills; • Have the ability to effectively and efficiently meet strict time lines; • Have a can-do attitude, flexible and mature approach to work tasks and a willingness to learn; • Ability to act independently to complete tasks on time; • Demonstrate a positive attitude towards clients and fellow employees; • Develop and demonstrate good negotiating skills; • Be conscientious and reliable; • Current drivers licence;
<p>Experience Required</p>	<ul style="list-style-type: none"> • A minimum of 2 years working in an accounts / reception or similar role;
<p>Personal Competencies Required</p>	<p>Service Excellence: Provide excellent customer service skills in a pleasant, accurate and timely manner;</p> <p>Excellent interpersonal, communication, problem-solving and demonstrated ability to follow instructions with a satisfactory result</p> <p>Organisational culture & morale: Display personal character strengths and trust, respect, integrity and fairness;</p> <p>Cooperation & Teamwork: ability to work co-operatively in a team environment;</p> <p>Continuous learning and improvement: Practice continuous improvement processes and engage in on-going learning;</p> <p>Communication: Sound numeracy, written and verbal communication skills;</p> <p>Management and development of staff: Provide and display leadership qualities to staff and support on-going training and development;</p> <p>Workplace responsibility: knowledge in applying workplace health and safety practices in the workplace, committed to conducting sound record</p>

	<p>keeping practices as legislated and a commitment to the principles of anti-discrimination and equal opportunity in the workplace.</p>
<p>Signature</p> <p>Signature of Manager</p>	<p>I,, confirm having received a copy of this job description which I have read. I confirm that I fully understand the contents of this job description and I agree to adhere to it at all times. I agree that my job role may change from time to time and that I will perform other duties or job functions as required.</p> <p>Signed; Date:</p> <p>Signed: Date:</p>