

## Job Description

Job title	Windows and Doors Aftersales Administrator
Reports to	Emma Platt
Line Reports	
Permanent/Temporary /Fixed Term Contract	Permanent
Business Area & Department	Green Building Store – Windows Department
Base Location	Huddersfield
Date	May 2022

### Job purpose

The Aftersales Administrator will work closely with the Aftersales Manager. Duties will include taking initial aftersales enquiries and logging them on our system. Being the point of contact for clients and keeping them up to date with the progress of their warranty claim. Assisting with ordering of parts and producing quotes for remedial work. Keeping goods in up to date and posting out parts when needed. Booking work in with clients and putting together work lists for the site team. A large part of this role will be dealing with clients.

### Key responsibilities

- Taking initial aftersales phone calls
- Managing the aftersales email inbox
- Putting all new enquiries onto the CRM system and creating job tickets
- Dealing with warranty claims
- Working with the aftersales manager and the factory to work out solutions to problems
- Providing quotations for remedial work.
- Ordering parts and being responsible for the goods in system
- Posting parts to site or actioning a visit to site
- Booking in visits for the site team
- Keeping clients up to date with the progress of their enquiry
- Working with Green Building Store's various software packages to ensure that customer records are maintained effectively
- Be an ambassador for Green Building Store in your dealings with customers

### Authority for making decisions

N/A

### Internal relationships

Contact job title	Area/Department
Managing Director	Consult, seek approval
GBS Group Team	Consult, seek approval
Windows Department and its leaders	Consult, seek approval

## Job Description

### External relationships

External contact details	Nature of the external relationship
Customers	Advise, Consult
Suppliers / Contractors	Advise, Consult

### Education & qualifications

Desirable	Essential
<ul style="list-style-type: none"> <li>Education demonstrating your numeracy, literacy and technical aptitude</li> </ul>	

### Work experience

Desirable	Essential
<ul style="list-style-type: none"> <li>Aftersales experience</li> <li>Experience of problem solving as part of your role</li> <li>Managing goods in or ordering of stock</li> <li>Experience of planning site work</li> <li>Working with customers</li> </ul>	<ul style="list-style-type: none"> <li>Office Admin experience, including invoicing</li> </ul>

### Technical competencies

Technical competencies
Good level of computer literacy and strong aptitude to learn new software.
Microsoft Office

### Behavioural competencies

Behavioural competencies
Ability to build strong relationships in a professional and friendly manner
Highly organised
Excellent communication skills; verbal and written
Can multi-task and work to deadlines
Able to work as part of a team
Ability to work effectively with limited supervision after initial training period
Maintain professionalism at all times
Able to deal with problems in a calm manner

### Signatures

Line Manager	Employee
Name	Name
Date	Date