

Job Title:	Geotechnical Site Services Administrator
Department:	Site Services
Hours:	37.5 hours per week, normally 8.30am-4.30pm
Reports to:	Regional Customer Service Lead – South
Direct Reports:	N/A
Job Purpose:	The main job function will be to work as part of the Site Services team and deliver an excellent customer experience to all clients across all aspects of the process from client on-boarding, quoting, reporting, invoicing and managing all incoming customer communications in a swift and professional manner.
Role Accountabilities and Main Duties:	• Action, manage and appropriately respond to all incoming client communications – e-mail and phone • To prepare reports daily as required and chase sub-contracted work for timely distribution to the clients • Working closely with sample reception teams to ensure timely scheduling of work in line with client requirements • Provide first point of contact, resolution to client queries where possible, or appropriately manage internal resources to resolve problems • Liaise appropriately with the Laboratory teams to successfully deliver customer projects • Build and maintain professional relationships with clients and internal stakeholders These duties are by no means exhaustive and should not be interpreted as a complete definition of the role.
Person Specification:	Essential: • Strong prioritisation and organisational skills. • Impeccable written and verbal communication ability. • Excellent telephone manner and customer services skills. • Experience in a customer facing role. • Positive attitude towards change. • Close attention to detail. • Adaptable and flexible in their approach to work. • Good IT skills (Microsoft based products; Excel and Word). • Accurate data entry skills and highly numerate. • Adaptability to use various in-house systems and processes.