

OOH Administrator – Job Description

Company: Stannah Lift Services

Function: Out of Hours

Reports to: Team Leader

Purpose

To be the first point of contact with all Stannah customers and direct their query accordingly.

Key Responsibilities

1. To be responsible for taking calls from all Stannah customers and dealing with the query in the relevant manner
 - All requests for an engineer attendance are to be logged onto SMR system and issued to correct engineer via mobile comms
 - All requests for engineer attendance for the following day to be logged onto SMR system and branch or next day shift to be notified accordingly.
 - All sales enquiries are to be recorded in the correct format and emailed immediately to the telesales department in Andover.
 - Any general branch issues to be emailed to relevant party for the next working day
2. Complaints are to be dealt with to the best of your ability, if there is a need to escalate within the Out of Hours Department, this must always be to the relevant Team Leader in the first instance. If the need to escalate is within the Branch, the Branch escalation procedure must be followed with the Branch Manager being the last resort. Any email communication to the Branch Manager/Office Manager as appropriate
3. Attention to be paid to any email communication received regarding changes in procedures or new instructions and also to the Teams support procedures at all times to ensure that any relevant procedures are being followed.

This list is not exhaustive and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the OOH Administrative function.

Skills and Experience

- Good communicator
- Ability to plan, prioritise and organise workloads
- Capable of interpreting and reporting data

Personal Attributes and Behaviours

- ✓ Excellent communication skills
- ✓ Ability to interact at all levels and with different departments
- ✓ Calm & effective under pressure

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Managerial and Supervisory Responsibility

- Reporting to Team Leader

Relationships

Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate technical complex and sensitive information.

External

External agencies including suppliers and customers.

Education and Qualifications

- Schooling level
- Professional or technical qualifications