

## **Service & Spares Administrator (UK)**

If you are interested in joining an exciting company within Europe's largest industry, then **SF Engineering** may be right for you. As one of Europe's leading manufacturers of products and solutions for the global food industry, a career at SF is beyond what you would expect. At SF we realise that our employees are one of the keys to our success and this has been recognised with three awards at the 2018 Huntingdonshire Business Awards. We look for individuals who share our passion to succeed. To support our business growth, we currently have a vacancy for a **Service & Spares Administrator**.

The **Service & Spares Administrator** will be required to support the Service & Purchasing Department, ensuring a prompt and accurate customer service at all times in a fast-paced office environment.

### **Role:**

- Provide general administration to support the Service & Purchasing departments
- Prepare & issue quotations, process purchase orders and place orders with customers and suppliers, as required
- Check items, prices, delivery dates, quantities and supplier order confirmation for accuracy
- Co-ordination with suppliers, internal accounts, and other internal departments to ensure a first-class customer service at all times
- Arrange return and replacement of any defective items in line with internal procedures
- Accurately update prices and spare parts in the spares database system in line with internal procedures
- Identify and escalate any errors (quantity & value) to Line Manager
- Manage telephone transactions quickly and courteously
- Receive and dispatch customer orders
- Raise export paperwork when required
- Enter support cases into Salesforce
- Support the Service Manager & Engineer Buyer with any other task, as required

### **Person:**

The ideal applicant will would have experience in an Engineering Service/Spare Part Role in the service/maintenance industry.

- A strong personality for dealing with customers effectively
- An understanding of best practice within a spare parts/purchasing department
- Strong time management, organisational and record keeping skills
- Self-motivated individual able to work unsupervised
- Proficient in Microsoft Office with knowledge of stock control systems (Sage)
- Fluent in English, good telephone manner and strong inter-personal skills are essential