

JOB DESCRIPTION

Job Title	Maintenance Control Administrator
Department	Maintenance
Reporting to	Maintenance Manager
Location	Leeds
Job Role	<p>Using your administrative knowledge, you will have the responsibility of ensuring all maintenance administration tasks are completed within deadlines. These will include: reports, spreadsheets, invoice queries and other administration tasks that will be required on an adhoc basis.</p> <p>You will also be expected to manage “soft” complaints on a daily basis, utilising your strong communication skills you will be liaising with repairers, internal and external stakeholders to achieve a suitable conclusion.</p> <p>You should have a basic technical understanding to be able to understand invoice queries and “soft” complaints</p> <p>You will need to possess excellent communication skills, be adept at working under pressure and have the ability to multi task.</p>
Environment	<p>You will be working in a pressured and challenging environment, the ideal candidate must have the ability to work under pressure whilst maintaining accuracy.</p> <p>An eye for detail and excellent IT skills, including Microsoft Excel and PowerPoint and being organised are critical to the success in this role.</p>
Responsibilities	<p>The role involves (but not in any particular order):</p> <ul style="list-style-type: none"> • Glass split billing report – ensuring clients with insurance excess on glass are charged and billed the correct amounts • Invoice queries – where invoices have failed on the 1link invoice upload, these need to be validated and order numbers created on the Fleetware platform ensuring that the charges are correct and charged to the correct account

- AA pre-authorisation report - generating order numbers through Fleetware for all pay on use vehicles and incidents where parts have been supplied by the AA, this also includes cross referencing against the ICE accident management platform for order numbers
- Cost saving report - where vehicles have been relocated or where the maintenance team have supplied parts from other suppliers, the need to cross reference the jobs on Ilink against the costs that have been submitted on the cost saving monthly spreadsheet
- John Lewis invoice validation - cross referencing invoices from Finance against Ilink to ensure the amounts are correct
- De-fleet authorisations - vehicles that are at auction sites and are on sale across the UK, arranging recovery to a garage to get the vehicle repaired (with the assistance of the maintenance controllers), arranging movements of vehicles if required
- Creating maintenance reports which may include, spend, cost savings, recharges and individual 3rd party costs
- Managing "soft" complaints to achieve a suitable conclusion
- Adhoc reporting

Supporting the Maintenance team by taking responsibility for:

- Reports - using your excel skills you will be required to generate new reports and maintain existing reporting lines, all to specific deadlines.
- New reports - you will need the ability to find, extract and manipulate the data and present your findings either in a graph, text or table format.

Maintaining the following:

- Current reporting deadlines
- Service levels



PERSON SPECIFICATION

Job Title	Maintenance Control Administrator		
Department	Maintenance		
Skill	Essential	Desirable	
Excellent telephone and administrative skills	X		
Excellent interpersonal skills	X		
Strong attention to detail	X		
Excellent negotiating skills		X	
Excellent communicator	X		
Sound decision making Skills	X		
Strong Microsoft Office Skills, in particular Excel and Power Point	X		
EXPERIENCE			
Working in a customer focussed environment	X		
Working under pressure and to targets	X		
Previous experience working within a Dealership or Independent Garage		X	
PERSONAL CHARACTERISTICS			
Professional telephone manner	X		
Flexible and be willing to "go the extra mile"	X		
Team Player	X		
Ability to Work under Pressure	X		



RECRUITMENT PROCESS

Please email your CV to HR@zenith.co.uk and we will be in touch.

