DENNIS EAGLE
A TERBERG ENVIRONMENTAL COMPANY

Job title:	Administrator
Department:	Aftermarket
Reports to:	Senior Administrator
Responsible for:	N/a
Location:	Bexley
Hours of Work:	40 hours Monday – Friday 08.30 – 17.00
Closing date:	

Our values:

We are part of the Terberg Environmental Group that has roots going back to 1869, part of the larger Terberg Group that is still family-owned. With family values at our core, we operate honestly and with integrity. We aim to represent our core values in all areas of our work. Our core values are: Customer Focus, Entrepreneurial Spirit, Flexibility, Innovation, Integrity, Quality and Sustainability.

Job Purpose:

- Collate and check Technicians documentation within agreed timescales
- To keep various contract service schedules updated and keep in line with customer requirements
- Type up Technicians reports on to system
- Finalise parts used, and hours charged on jobs
- Update Technicians daily hours on database
- Close completed jobs and file accordingly
- Review and process service invoices
- To be a part of the administrative team

Main Duties and Responsibilities:

- Keep office and work area free from obstacles
- Actively seek to improve product knowledge
- Complete necessary or relevant company reports.
- Assist Centre Administration team in the day to day running of the office.
- Assist Centre Administration team in the absence of a Team Member
- Help to present office in a professional manner.
- Operate within company guidelines and procedures.

Accountabilities & Commitments Required:

- General compliance with Company procedures in support of our ISO9001 accreditation
- Maintain quality of work at all times within ability and skill set.

- Request assistance when task is outside ability, skill level or training experience.
- Customer care – use all reasonable endeavours to provide the best possible service to our customers.
- Comply with all company H&S procedures and policies
- Risk assess and ensure safe working practices are being carried out at all times.
- Actively encourage the use of the appropriate Personal Protective Equipment (PPE) at all times
- Highlight possible areas of risk and assist/report any potential hazards.

Quality & Environmental Responsibilities:

Responsible for the management, compliance and upkeep of the quality & environmental procedures, records, and documents relevant to the role.

At Dennis Eagle we are proud to be an equal opportunities employer and a disability confident organisation. We are committed to fostering an inclusive workplace where diversity is celebrated. As part of our dedication to creating a supportive environment, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy. We invite you to engage in an open conversation with us about how we can best support you and ensure that your unique skills and talents are recognised and valued. Your success is integral to our collective growth, and we look forward to working together to create a workplace that empowers everyone to thrive.

If you have any queries or would like to apply for the role, please contact the Recruitment team recruitment@dennis-eagle.co.uk

Criteria	(E)ssential / (D)esirable

Knowledge	
• Call Handling	E
• Administration	E
• HGV & Waste Industry Experience	D

Experience	
• Customer Service Experience	E
• Previous transferrable experience	D

Education / Qualifications	
• Microsoft Office	D
• Excel	D

Job-related skills & abilities	
• Able to work on own initiative or as part of a team	E
• Ability to communicate with others effectively	E
• Ability to maintain high output levels	E
• Able to stay focused under pressure	E
• Results driven & orientated	E

Other requirements	
• Flexible approach to working	E
• Overtime when required	E

Please note that you may be asked to carry out tasks other than the above that are deemed by your manager to be appropriate, reasonable and within the remit of your role. You will be expected to carry out these ad hoc tasks as requested.

Employee name _____   Employee signature _____   Date:_____

Manager name _____   Manager signature _____   Date _____