



## **Commercial Administrator**

**Location: Swanley**

**42 Hours Per Week**

**Salary: upto £20,400 per annum dependent upon experience**

At VPS Property Solutions, we are specialists in delivering a broad range of temporary and emergency services to protect properties and assets. This is an exciting opportunity to join us during a time of change and growth.

### **Job info:**

You will be the first and ongoing point of contact for commercial customers and to effectively deploy resources to achieve sales targets & service standards. You will also source, correctly price and order the required materials for each job in line with the various client tariffs.

### **Key Skills Responsibilities:**

- Update system notes at every stage of activity workflow and respond to queries in a timely manner.
- Ensure all paperwork associated with jobs is checked on a daily basis, is scanned, and accurately input on to Mercury.
- Liaise with the Commercial Team, ensuring that all commercial jobs are up to date, with clear notes.
- Ensure customer is contacted following receipt of instruction details on Mercury and confirm details of claim and excess, and agree date and time for first visit including a summary of damage details, so engineer has clear instructions on PDA.
- Deploy first visit requirement to appropriate Service Engineer based on - skill requirements, geography and SLA (with minimum disruption to scheduled work).
- Determine the earliest most cost effective date for installation/repair giving full consideration to availability of materials and skilled labour, and requirement to maximise sales and meet service standards.
- Ensure customers are advised immediately it becomes apparent, of any changes in planned appointment updating the Commercial Team, where necessary, so the client is kept up to date.
- Advise your Manager of any anticipated shortfall in sales or service standard.
- Source all parts surveyed and create purchase orders and to check all orders to ensure no shortages by checking surveys and confirmations.
- Create quotations and ready to be sent to client.
- Liaise with line manager any discrepancies in surveys or ordering process.
- Liaise with Head Office team in regards to clients and service delivery to avoid any delays.
- Ensure all client specific forms and risk assessments are attached to jobs.

### **Skills/experience needed:**

- Previous experience within an administrative role in a customer facing environment.
- Working knowledge of MS Office 2000 Software Packages or later.
- Experience of working in the commercial glazing or similar sector is essential.
- Confident telephone manner.
- Ability to negotiate and deal with conflict.
- Ability to work as part of a team to achieve shared objectives / overall goals of the business.
- Effective and empathetic communicator with excellent verbal and written communication skills.
- Strong planning and organisational skills.
- Ability to coordinate and prioritise workload effectively.
- Ability to solve problems readily. Self-motivated and able to adapt to different circumstances.
- Personable, approachable and helpful.
- Flexible and adaptable approach to work.
- Team Worker – take “ownership” of their responsibilities within the team.
- Results oriented.
- Have a real passion to deliver great customer service and a resolute desire to get to ‘what the customer wants’ and deliver that plus more, to exceed the expectations of both customer and client.

## **Why VPS?**

- Fast growing business with excellent opportunities for career progression and development.
- Company pension scheme
- Annual leave 22 days rising to 25 and 8 bank holidays (Pro-rata)
- Employee benefits, such as Health Care Cash Plan.
- Free Medical and Legal helpline.

*Please be aware due to the work that we undertake you will be required to undertake a Credit Check and Criminal Record and Barring Check known as a DBS check.*

**We are an equal opportunities employer and welcome potential applicants from all suitably qualified persons and we would be particularly pleased to hear from females looking for a career/work in this field.**

## **How to apply**

Please provide a copy of your up to date CV and supporting covering letter detailing why you think you are suited to this role to the VPS recruitment team at [recruitment@vpsgroup.com](mailto:recruitment@vpsgroup.com)

**If you have not been contacted within 10 working days of your application, then unfortunately on this occasion you have not been successful.**

**Closing date: TBC**

## **General Information:**

General Data Protection Regulation (GDPR) May 2018 - As part of any recruitment process, the VPS Group collects and processes personal data relating to potential employees. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations. **For Further Information please refer to the link:** <https://www.vps-jobs.com/vps-privacy-notice-applicants>

VPS are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age