

Japanese Knotweed Ltd specialise in the control and removal of Japanese knotweed. We provide chemical treatment and immediate excavation options. We operate throughout the UK. Typical clients include; property developers, construction companies, large corporate organisations, local authorities, private home owners and housing associations.

Administrator - Contracts Team:

The Contracts Team is responsible for managing our client contracts throughout their life cycle. This includes ensuring a contract is set up correctly from the outset, to managing any issues that occur during the lifetime of the contract, to finally helping our clients to renew their contracts. Our Contracts Team is client facing, and work closely with the other teams within the company.

We are currently looking to fill two full time Administrator roles on a 6 month fixed-term basis, with the possibility to become permanent after this time.

Role Overview:

Working as part of an office-based team, the ideal candidates will possess experience in a customer facing role and will be able to demonstrate excellent communication skills, good attention to detail, and be computer literate. You will:

- Be responsible for processing customer orders, including taking payments
- Create customer and internal documentation for new and existing contracts, including creating technical site plans in Vectorworks (training can be given if necessary)
- Receive and answer customer queries by phone and email.

The Role:

- Receive client orders from the sales team and create relevant documentation
- Answer client queries by phone and email relating to any aspect of their contract
- Take customer payments by phone
- Update internal order logs to reflect orders and changes
- Process insurance certificates
- Work in cloud-based Sharepoint to update documents
- Create customer order and renewal documentation using information from a variety of sources
- Create site plan diagrams in Vectorworks
- Contact customers to encourage them to renew their policy.

Skills and Qualifications Required:

- GCSE English and Maths
- Experience in a customer facing role with a focus on providing great service
- Excellent communication skills, including an excellent telephone manner
- Excellent IT skills, particularly in Microsoft Office 2010 Excel, Word and Outlook
- Be numerically astute and have excellent administrative and organisation skills
- Experience in Vectorworks would be an advantage, but not essential.

Key Details:

The position comes with an attractive salary, subject to experience. Working days are Monday – Friday, with hours that change with the seasons, as below:

May to October: Mon to Fri 8:00am to 5:00pm

Nov to April: Mon to Fri 8:00am to 4:00pm

Holidays:

We offer 23 days holiday entitlement (pro rata for part time employees), to be taken follows:

- 12 days - Winter period during November to April
- 11 days - Summer period during May to October
- 8 days - Bank holidays

If you are interested in this position, please apply with your CV and covering letter as soon as possible.