

06 03 2018 – Surveying Co-Ordinator / Administrator - based in our Failsworth Office - Manchester

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. Our clients include property developers, construction companies, large corporate organisations, local authorities, private home owners and housing associations.

Role Overview:

Working as part of the office based Herbicide Sales and Admin Team your primary role will be; arranging and scheduling site surveys for the surveying staff, administering a surveying diary and online staff calendars, and dealing with the day-to-day of the surveyors with support from your line manager. The role involves communication with clients by email and telephone to arrange surveys. You will also be trained to read surveys and create survey reports (Knotweed Management Plans) to be able to support the sales team when required in their production.

Key Details:

This position comes with a competitive salary of **£20,000** per annum. This is a full time role and the working days will be Monday through to Friday with working hours that change with the seasons, as below:

Summer - May to October 8:00am to 5:00pm

Winter - November to April 8.30am to 4.30pm

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

We also operate a holiday buy back scheme.

Requirements of the role:

- Communicating by telephone and email with customers to arrange dates/times for; Surveys, Combined Survey/Treatment Visits and Guarantee Visits
- Co-ordinating and scheduling daily routes and visits for the surveyors using My-maps and Google maps.
- Recording visits and schedules on an Microsoft Excel Surveyors Diary and on Online Calendars
- Supporting the surveyors during the day to get their job done and utilise the support of senior team leaders and managers to answer any technical issues that arise.
- Provide general sales team support in:
 - Answering phone calls
 - Receiving and filing survey returns
 - Creating survey drawings from site survey findings
 - Compiling Knotweed Management Plan documents including; survey drawings, photos, findings and works programme
 - General administration

Skills and qualifications required:

- Experience in customer service and administration
- Strong organisational skills, with a passion for delivering a great service
- You must be articulate and excellent with written and verbal communication
- An excellent telephone manner
- GCSE English and Mathematics (or equivalent)
- Excellent IT skills are essential, particularly in Microsoft Office 2010 Excel, Word and Outlook
- Be numerically astute and have excellent administration and organisation skills.

To apply for this role, please email hr@knotweed.co.uk to request an application form.