

**Job Description Field Service Administrator**

<b>Job Title</b>	Field Service Administrator
<b>Employing Company</b>	Guardsman

<b>Summary of role</b>	The Field Service representative will be responsible for answering calls from technicians, provide support, call consumers with updates on their claims, being informative, empathetic, and eager to quickly solve a consumer's problem. Must be willing to listen, learn, and resolve any consumer inquiry that crosses your desk.
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<p><b>Main Duties</b></p> <ul style="list-style-type: none"> <li>• Answer and manage incoming calls and emails</li> <li>• Handle general queries from the networks and resolve problems which arise with purchase orders</li> <li>• Maintain and develop relationships with the technician network</li> <li>• Authorisation of additional costs for repairs/ parts</li> <li>• Telephones to be answered within SLA (90% of the time)</li> </ul> <p><b>Essential skills/experience</b></p> <ul style="list-style-type: none"> <li>• Good organisational skills and able to prioritise</li> <li>• Able to work on own initiative</li> <li>• Ability to answer the phone, listen actively, relay information, and type basic information simultaneously</li> <li>• Customer-focused for positive consumer experience and resolution</li> <li>• Strong administrative background</li> <li>• Proficient in Microsoft Office applications – Word, Excel, PowerPoint, Outlook</li> <li>• Excellent at communicating over the phone and handling phone systems</li> <li>• Able to concentrate on multiple problems at once</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Good furniture knowledge (internal training provided)</li> </ul>	
<p><b>Logistics: location/shift</b></p> <ul style="list-style-type: none"> <li>• Abingdon Head Office/Home</li> <li>• 35hr a week</li> </ul>	
<p><b>Equal opportunities:</b></p> <p>The Amynta Group and Guardsman Industries are both equal opportunity employers. Both Companies are committed to being inclusive employers and welcome applications from all suitably qualified applicants irrespective of their background.</p>	



**GUARDSMAN**  
AN AMYN TA COMPANY  
FURNITURE PROFESSIONALS

This job description provides a high-level review of the types of work performed. Other job-related duties may be assigned as required.