

Job Overview:

Apprentice Administrator

Job Title: Apprentice Administrator	Location: Warrington	Company: Gratte Brothers Security Systems & Software
Reporting to: Service Desk Team Leader		

<p>Job Purpose:</p> <p>To proactively work within a Helpdesk Team of 7 helping ensure the swift and efficient processing of customers' requests for service and preventative maintenance works, from receipt through to invoice.</p>

<p>Key Areas of Responsibility:</p> <ul style="list-style-type: none"> • Answering and directing telephone calls. • Processing customers' requests for site attendance. • Preparing estimates and quotations. • Processing engineer timesheets and expenses. • Updating of customer portals to provide accurate call status. • Uploading of invoices through a customer portal. • Ordering of stock and supplier purchase orders. <p><i>This is a broad overview of the position and does not encompass all aspects of the role. Gratte Brothers are an equal opportunities employer and welcome applications from all.</i></p>

<p>Knowledge & Experience:</p> <ul style="list-style-type: none"> • As this is an apprentice role, previous job experience is not required, however you will be expected to complete NVQ or equivalent, apprenticeship course, during your apprenticeship period.

<p>Attributes & Skills:</p> <ul style="list-style-type: none"> • Good level of English and Maths. • Confident and friendly telephone manner. • Good keyboard skills. • Punctual and reliable.
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- Positive approach to tasks assigned to Customers and team members.

Qualifications:

- Pass in GCSE English and Maths.