

# JOB DESCRIPTION

**POSITION:** Service Contracts Administrator  
**REPORTS TO:** Service Operations Manager  
**WORKING HOURS:** 40 hours per week

## ROLE SUMMARY

An exciting opportunity has arisen for a Service Contracts Administrator to join a fast growing technology company. AVMI is the UK's leading provider of Audio Visual and Video Conferencing solutions and is expanding rapidly overseas as well as developing a number of market leading innovations.

The Service Contracts administration role is a busy role and will involve dealing with customers on a daily basis. The successful candidate will need to be able to manage their own workload and to perform well under pressure.

## ROLE AND RESPONSIBILITIES

- Responsible for the creation of renewal contracts and new proposals for customers.
- Ensure all assigned contracts are renewed by the contract expiry date.
- Maintaining customer asset lists in Excel.
- Updating the service database.
- Responding to customer queries via email or telephone.
- Dealing with service desk queries relating the current and expired contracts.
- Liaising with customers and account managers regarding pending contract proposals.
- Liaising with manufacturers in respect of support specifications and pricing.
- The handover of contracts to service and accounts.
- Creating purchasing requests for support procured from all third parties.
- Ensure all renewal activities are recorded and forecast data is accurately maintained.

## SKILLS PROFILE

- Excellent written and verbal communication skills.
- Accomplished organisational skills and the ability to work under pressure.
- Attention to detail.
- Administration experience within a customer facing organisation.
- Knowledge of all Microsoft packages, particularly Word, Excel and Outlook.

## IDEAL CANDIDATE

- The ideal candidate will have previous experience of working in a busy customer facing role, which required the ability to work well under pressure and to complete tasks in a timely fashion.
- The ideal candidate will have working knowledge of Word, Excel & Outlook which are used on a daily basis.

### **WHY WORK FOR AVMI**

- Be part of a fast-growing company working with some of the world's biggest brands.
- Ambitions to become a global player (recent office openings in New York and Hong Kong).
- An evolving business that provides great opportunity for development and progression.
- Great team environment.