

JOB DESCRIPTION

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

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.

ABOUT AVMI

AVMI provides services to leading organisations in financial services, legal, professional services, retail, defence, government, health and education sectors.

AVMI has focussed its business strategy on providing 'trusted advisor' life-cycle services to clients with a significant portion of growth coming from international business.

AVMI has recently secured a place, for the second year running, in the Sunday Times International Track 200. This international growth has been enabled by AVMI's award winning Global Enterprise



Framework of services, helping its multi-site clients to drive consistency and efficiency into their audio visual and collaboration facilities and services across all locations.

Having opened operations outside of the UK in Hong Kong, New York and Dublin, AVMI is planning to secure additional international locations in support of its clients' businesses.