

## Job Overview:

### Helpdesk Administrator

<b>Job Title:</b> Helpdesk Administrator	<b>Location:</b> Warrington	<b>Company:</b> Gratte Brothers Security Management (GBSM)
<b>Reporting to:</b> Emma Constable – Service Desk Team Leader	<b>Key Stakeholders:</b> Malcolm Bates	

#### Job Purpose:

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.

#### Key Areas of Responsibility:

- Answer and direct telephone calls.
- Processing of 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.

*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.*

#### Knowledge & Experience:

- Ideally the suitable candidate will have a minimum of 3 years’ relevant work experience within a similar role.

#### Attributes & Skills:

- Competent & confident with English and Maths.
- Confident and friendly telephone manner.
- IT proficient, including MSFT Office.
- Punctual and reliable.
- Positive approach to tasks assigned to customers and team members.

#### Qualifications:

- Pass in GCSE English and Maths.