

## Job Overview:

### Helpdesk Contract Administrator

<b>Job Title:</b> Helpdesk Contract Administrator	<b>Location:</b> King's Cross, London	<b>Company:</b> Gratte Brothers   Building Services Maintenance
<b>Reporting to:</b> Helpdesk Manager		

#### Job Purpose:

The Helpdesk Contract Coordinator plays a vital role in ensuring the seamless operation of both contract administration and helpdesk functions. Acting as the primary liaison with our customers, this role is responsible for the day-to-day management of helpdesk activities, ensuring efficient service delivery and prompt issue resolution. The coordinator also works closely with internal teams and external suppliers, proactively following up with engineers to maintain service levels. Additionally, they oversee key reporting responsibilities, including preparing monthly meeting reports and managing Riskwise reporting, helping to drive transparency and accountability. Balancing these diverse responsibilities, the Helpdesk Contract Coordinator is essential in maintaining smooth operations and fostering strong customer relationships. This role is ideal for a detail-oriented and organized professional who thrives in a dynamic environment, ensuring smooth operations and excellent customer service.

#### Key Areas of Responsibility:

- Serve as the first point of contact, answering and directing telephone calls professionally and efficiently.
- Coordinate customer requests, processing site attendance requests to ensure timely response and resolution.
- Prepare estimates and quotations, providing accurate and competitive pricing for services.
- Manage engineer timesheets and expenses, ensuring accurate and timely processing.
- Maintain up-to-date records, updating customer portals with real-time call status for transparency and efficiency.
- Handle invoicing processes, uploading invoices through customer portals for seamless transactions.
- Oversee stock management, placing supplier purchase orders and ensuring necessary materials are available when needed.

*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:**

- A pass in GCSE English and Maths is essential.