

<b>Job Title</b>	Operations Administrator
<b>Department.</b>	Operations
<b>Location</b>	Manchester
<b>Reports to (direct)</b>	Depot Manager

**MAIN PURPOSE OF JOB:**

Reporting into the Depot Manager you will carry out all branch administration as necessary. With an emphasis on first class customer service, you will ensure that all enquiries are dealt with quickly and accurately, and all daily and weekly tasks are completed within the relevant time scales. The role will require a significant amount of problem solving, planning and resolution

### KEY TASKS:

1. Deal effectively with internal and external customers and liaise with other staff members to ensure that customer requirements are met efficiently.
2. Input incoming orders and contracts into the relevant computer system.
3. Liaise with the manager regarding route planning and add additional visit requests by customers to existing routes to maximise route efficiency.
4. Report any discrepancies on route paperwork swiftly and make account amendments as required.
5. To complete company paperwork accurately and promptly in line with company procedures.
6. Assist with vehicle management, which may include manage vehicle daily defect sheets, check and file tachograph and record fuel receipts.
7. Processing of key system and route clear downs.
8. Process and monitor parking fines ensuring accurate records are kept.
9. Allocate workloads to Secure Collection Operatives (Drivers) as appropriate.
10. Assist with the SCO's debriefing at the end of each day.
11. Ensure timely and proactive communication with SCO's throughout the working day.

\*\*\* The above is not an exhaustive list but an outline of your duties. All Restore Datashred employees need to be aware that they may be asked to perform tasks and be given responsibilities as reasonably requested.

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002	11/02/21	Denyse Thompson	04/01/21	Head of People Operations	People Operations Team Leader	Page 1 of 1
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