



Records



Digital



Datashred



Publications



Technology

Job Title	Operations Administrator
Department.	Operations
Location	Restore Datashred, Southampton office
Reports to (direct)	Depot manager, Southampton & Exeter

MAIN PURPOSE OF JOB

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.
12. Debrief all SCOs when they have finished their route

*** 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.

SKILLS, QUALIFICATIONS, EXPERIENCE:

1. Good communication skills, both written and verbal.
2. Excellent telephone manner.
3. Ability to apply the principles of customer care.
4. Highly competent in standard software packages and willing to learn new ones.
5. Ability to prioritise own workload.
6. Must have the ability to maintain confidentiality and discretion at all times.
7. Previous experience in a fast paced customer focused environment.

8. Ability to work under pressure showing flexibility when required.

COMPETENCIES

1. Commitment to delivering excellent customer service.
2. Able to work using own initiative .
3. Problem solving.
4. Achieves/exceeds KPI targets.
5. Takes ownership of tasks
6. Deals empathetically, assertively and politely with internal and external customers

COMPLIANCE RESPONSIBILITIES

1. Adhere to all Company Policies and Procedures contained in the Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems.
2. Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents to your supervisor/line manager.
3. Managers are responsible for training staff on Company Policies and Procedures contained in Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems.

Managers are responsible for training staff on Company Policies and Procedures contained in the Information Security, Environmental, Health and Safety and Quality Management Systems

APPROVALS:

Line Manager

Name:

Signature:.....

Date:.....

Post Holder

Name:

Signature:.....

Date:.....