



Title	VACANCY: Contracts Advisor
Role Details	<p>The candidate needs to be self-sufficient in finding, quoting and winning new service contracts for both automated and manual products.</p> <p>Face to face meetings with existing customers to build and maintain good working relationships.</p> <p>General administration in maintaining and negotiating existing and new contracts.</p> <p>Pro-actively market the Service / Customer Care Department.</p> <p>Manage time and travel efficiently. Grow the service contract division.</p> <p>Tasks to the role</p> <ul style="list-style-type: none"> • Administration for renewing/creating service contracts covering the whole U.K. • As above for our growing international service contracts. • Management of subcontractors where contractual obligations have been subcontracted out. • Making sure contracts are invoiced correctly and on time. • Help in the conversion of new installations into on-going service contracts (this will involve creating and maintaining customer relationships). • Help in winning back service contracts that have lapsed or been lost to competitors. • Maintaining customer contact records. • Issuing renewal notices at the correct intervals. • Generating PPMS in readiness for scheduling. • Generation of relevant KPI's, and tracking of deferred income to maintain departmental budget. • Involvement in the handover from Projects to service process to make sure all relevant information is provided and correct. <p>Attributes</p> <ul style="list-style-type: none"> • Successful candidate must be well organised, able to manage own time and a self-starter. • Ability to work under pressure is essential. • Customer Service and dealing with customers both face-to-face and over the phone. • Able to deal with their peers to resolve issues that arise <p>Package: £NEG Mobile Phone + Laptop + Pension + Life Assurance + Bonus Scheme</p> <p>Send your CV and covering letter to: Matt Sandison</p> <p>hr@atgaccess.com Quoting ref no: Cont18</p>
Expires	28/09/2018