



Service & Operations Administrator

Industrial Door Developments Ltd

Location: Office-based - Wincham, Northwich

Salary: £25,000-£30,000 per annum, depending on experience

Job Type: Full-time, Permanent

About Us

Industrial Door Developments Ltd is an established business specialising in industrial door solutions, providing professional installation, servicing, maintenance and repair services to commercial and industrial customers.

We pride ourselves on delivering a reliable, responsive and professional service, building strong relationships with our customers and ensuring our operations run efficiently.

We are looking for an organised, proactive and customer-focused **Service & Operations Administrator** to join our team.

The Role

This is a varied and important role within our business, supporting the day-to-day coordination of our service operations.

You will be responsible for organising service appointments, coordinating engineers' workloads, communicating with customers and ensuring that all associated administration is completed accurately and efficiently.

As a key point of contact between our customers, engineers and internal teams, you will play an essential part in ensuring we deliver an excellent customer experience.

We are looking for someone who enjoys working in a busy environment, takes ownership of their responsibilities and can confidently manage competing priorities.

Key Responsibilities

Service Coordination & Scheduling

- Coordinate and schedule servicing, maintenance and repair appointments with customers.
- Allocate jobs to engineers and manage their daily workloads.
- Maintain accurate service schedules and ensure engineers have the information required to complete their work.
- Liaise regularly with engineers regarding job progress, scheduling changes and operational requirements.
- Respond to incoming service enquiries via telephone, email and customer systems.
- Communicate appointment details, updates and changes to customers.
- Support the efficient planning and delivery of service activities.

Customer Service & Communication

- Act as a key point of contact for customers, providing a professional, friendly and helpful service.
- Build and maintain positive working relationships with customers.
- Respond promptly to customer enquiries and resolve routine issues.
- Keep customers informed regarding scheduled work, engineer attendance and service updates.
- Access and update customer-specific online systems where required.

Administration & Invoicing

- Create and maintain accurate customer records and files.
- Process completed service documentation and associated paperwork.
- Prepare quotations following servicing or maintenance visits.
- Process invoices accurately and in a timely manner.
- Maintain spreadsheets, job records and operational documentation.
- Ensure information is recorded accurately and kept up to date.
- Provide general administrative support to the wider business.

Teamwork & Operational Support

- Work closely with engineers, management and other office-based colleagues.
- Provide administrative and operational cover for colleagues during holidays and other absences.
- Assist with the smooth running of day-to-day business operations.
- Identify opportunities to improve administrative processes and working practices.
- Occasionally attend customer sites or meetings where required.

About You

We are looking for someone who is highly organised, dependable and confident communicating with both customers and colleagues.

You will be comfortable managing multiple tasks, working independently when required and contributing positively to a small, supportive team.

Essential Skills & Experience

- Previous experience in an administrative, service coordination, scheduling or operations support role.
- Excellent organisational and time-management skills.
- Strong communication skills, both written and verbal.
- Confident and professional telephone manner.
- Good working knowledge of Microsoft Office, particularly **Excel and Outlook**.
- High level of accuracy and attention to detail.
- Ability to prioritise workloads and manage competing demands.
- Comfortable learning and using different systems.
- A proactive, flexible and practical approach to problem-solving.
- Ability to work independently and as part of a team.

Desirable Skills & Experience

- Experience coordinating field-based engineers, technicians or service teams.
- Previous experience in a maintenance, engineering, construction or service-related business.
- Experience preparing quotations and processing invoices.
- Familiarity with service scheduling or job management systems.

Previous experience within the industrial door industry is not essential. We are more interested in finding someone with the right organisational skills, attitude and ability to deliver excellent customer service.

What We Offer

- Competitive salary of £25,000-£30,000, depending on experience.
- Permanent, full-time employment.
- A varied role with responsibility and the opportunity to make a real contribution.
- A friendly and supportive working environment.
- The opportunity to develop your knowledge within an established industrial services business.

Working Arrangements

This is an **office-based position**, working closely with our operations team and engineers.

Occasional site visits may be required.

How to Apply

If you are an organised, enthusiastic individual who enjoys coordinating people, managing workloads and delivering excellent customer service, we would love to hear from you.

Please submit your CV and a brief introduction outlining your relevant experience.