



Job Description – Technical Services Administrator

Reports to: National Technical Services Manager

Base: Bradford / Peterborough office

Hours: 35 hours a week, Monday to Friday, 9.00am – 17.00pm, flexible working will be considered

About us:

The Road Transport Industry is a dynamic, business critical sector upon which the UK economy depends. The Road Haulage Association (RHA) is the only UK trade association dedicated solely to the needs of UK road transport operators. It is the voice of the road haulage profession, a champion of its interests and a respected partner to the broader logistics community. We represent approximately 7,000 member companies.

Job Purpose:

Due to the growth of RHA Analysis (Tachograph software solution) we are seeking a Technical Services Administrator to help process the renewal invoicing for the department. This involves communicating with 200 customers per month via E-mail/phone and dealing with all queries working closely with the RHA Analysis colleagues to overcome any objections.

Main Duties & Responsibilities:

- Processing invoices for RHA Analysis customers
- Maintaining spreadsheets and updating the CRM with accurate information
- Cross checking systems to ensure the charges for the RHA Analysis customers are correct
- Data cleansing / updating / maintaining RHA Analysis database
- Ensure T's & C's for all customers are signed and returned
- Changing customers over onto the new Direct Debit payment option available
- Taking detailed, accurate messages where necessary
- Meeting deadlines each month to ensure customers do not lose access to RHA Analysis – (licence expiry reports)
- Deal with all queries coming into the department and pass to the relevant colleague
- Weekly/monthly/quarterly/annual reporting

Key Skills:

- You must be confident with all Microsoft Office packages
- Previous administrative experience
- Polite telephone manner
- Excellent written and verbal communication skills

General Responsibilities:

All employees of the RHA have the following responsibilities:-

Health and Safety

- To take responsibility for your own health, safety and welfare, being conversant and ensuring compliance with the organisation's policies and procedures

Training and Development

- To undertake all reasonable training, learning and development activity designed to support you in your role

Diversity and Equality

- To be responsible for your own behaviour and act in a manner that avoids and discourages any form of discrimination or harassment

Quality Policy

- To be responsible for the activities required to support the organisation's Quality Policy

Employee's Signature:

Date:

Manager's Signature:

Date:

Review Date:

Date: