



# BERKA

## Solutions

## **Berka Solutions Ltd**

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### *Job Description – Service Management Finance & Supply Chain Administrator*

#### **Role – Job Description**

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To provide Finance and Supply Chain Administration (F & SC Admin) to support to our Service Management Team.

As a Finance and Supply Chain Administration, you will work closely with both the Service Management team and technical supervisors to provide administrative support.

To ensure all follow-up site works (Reactive and Maintenance) are formalised into client quotations, Purchase orders are received, and task-based work order are submitted to planning and scheduling team.

To ensure all invoicing preparation is completed for all work orders, including confirmation of resources costs, materials & parts costs, third party costs and margin in an efficient and timely manner.

To ensure all service parts and materials are ordered through procurement, delivery dates confirmed and made available to planning and scheduling team.

To meet the demanding challenges of high volume through put of finance and supply chain activities required in a busy service department covering technical services delivered across the island of Ireland.



Carry out daily, weekly and monthly administrative support tasks including Finance, supply chain, schedule and calendar management, reporting, filing, internal management task co-ordination and follow-up.

Take responsibility for the administrative requirements of the Monthly Service Management Finance and supply chain process including KPIs, MOMs and CAPA close out management.

Ensure that all Finance and Supply Chain Admin tasks are delivered on time, in a compliant manner.

Ensure robust administration of Service Management Finance and Supply Chain and provide ambition and commitment to the business. Be an enabler to success.

## **Role – F & SC Administrator**

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1. Reporting Line – The F & SC Administrator will report to the Operations Manager .
2. Direct Reports – none.
3. Location – Quin Road, Ennis, Co.Clare.
4. Status – Full time contract pending 6 months probationary period
5. 40 hours a week
6. Accountability - Day to day administration of Service Management Finance & Supply Chain internal tasks to deliver operations and business efficiency.
7. Primary function will be to manage the service & maintenance quote works, prepare work order invoicing, management parts availability and support the day to day requirements of the Operations Manager, especially in relation to Finance and Supply Chain admin task management.
8. As part of the business team, you will be expected to hold the integrity and reputation of the business in the highest regard, and act with impeccable confidentiality and discretion.

## **Responsibilities**

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- Ensure all administration solutions are of the highest level of compliance and quality standards.
- As a Finance & Supply Chain Admin, you will be at the heart of the Service Management business, working alongside a dedicated team of planners, supervisors, Co-ordinators and admins and will provide invaluable help in supporting



them with the day-to-day running of the Service Desk with Finance & Supply Chain administrative work.

- A brilliant multi-tasker, the F & SC Admin role is wide ranging, with a high volume of task management activities. You will directly interact with clients/customer, internal Service Management Team, Field based technical supervisors, Finance department, and warehousing. You can expect to enjoy a busy but varied day.
- Communicating, compiling and preparing reports, presentations and correspondence.
- Updating the internal CMMS system daily (databases and filing systems).
- Implementing and maintaining procedures/administrative systems.
- Liaising with staff, suppliers and clients.
- Collating and filing quotes, purchase orders and invoices.
  
- Communicate any concerns to both the Operations Manager in good time.
- Issue monthly reports detailing key performance indicators in relation to Quoted works, client POs, Work Order Invoices, and Parts availability.
- Take responsibility for the quality of your work, and proactively encourage best practice behaviours in health, safety and environmental on a day to day basis.
- Adhere to the Company Safety Statement, safety rules and regulations.
- At all times wear appropriate PPE including but not limited to branded and supplied safety garments.
- Seek to find continuous improvements and sustainability opportunities and bring them to the Operations Manager for review.
- Be an ambassador through exceptional performance, positive values and behaviors, insightful investigations, clear communications and collaborative team development.
- Attend monthly meeting to review goals with Operations Manager.
- Provide exceptional service in order to meet and exceed our customers' expectations.
- Be flexible and willing to carry out other duties as may be assigned to you by the MD or Operations Manager from time to time. Such work can be outside the area of your normal duties



## **Experience, Training & Qualifications**

- Minimum five years' experience in fast moving office administration role, with responsibility for quotations, POs, Invoicing and supply chain support.
- Minimum of 3 years' experience with Service Industry, preferably within the technical or construction industry.
- Candidate needs to be self-starter, strong communication capability, determined, professional and extremely well organized.
- Customer focused - delivering an exceptional service in order to meet and exceed our customers' expectations
- Effective Communicator: Professional and excellent verbal and written communication skills. Excellent interpersonal skills.
- Teamwork: Actively contribute to the development of a positive team environment, demonstrating a flexible approach.
- Attention to Detail: Ensures that work is executed accurately and completely, paying close attention to the detail. The ability to produce clearly written reports and present to a diverse stakeholder group in a clear and concise manner.
- Fully PC literacy and experience using Microsoft Office Suite, Microsoft Office Project, and Business Management platforms (CMMS/Job Logic/Sage).
- Qualification in Finance or Supply Chain would be beneficial.
- Hold a current valid driving license.

Reference Checks required