



Service Support Coordinator | Form1 Fire Northern

About the Form1 Group

At Form1 we are passionate about people and serious about safety. We are an established fire protection company where company culture drives our business success.

The Form1 Group has experienced incredible growth and is now seeking a Service Administrator to assist the Northern division with this ever-increasing demand

About the role | About you

Form1 has an opportunity for a person who is looking for an administrative support role within a service department, someone who wants to develop their skills and knowledge and grow with the Form1 Group.

This full-time, permanent role is based in Bennetts Green; your daily duties include:

- Effectively manage incoming calls
- Accurately enter data into Simpro
- Liaising with clients, technicians and subcontractors
- Planning and scheduling service technicians
- Preparing report documentation, quotations and proposals for clients
- Ordering of parts in time for jobs
- Collation of paperwork and generating invoices
- Communicating and assisting our technicians on the road
- General office administration duties

You must be confident in communicating with senior professionals within and outside Form1 Group and apply a high-level of detail when working through the tasks that come across your desk. Clear and concise writing skills must come second nature to you.

- Experience in administration support
- A reliable individual with a "can-do" attitude and the desire to learn and grow, will thrive in this role.
- Experience using Microsoft Office is essential. Knowledge of Simpro an advantage
- Your willingness to contribute and challenge yourself will drive you to implement company procedures, checklists and processes to help the business grow effectively.

Our Commitment

Form1 is committed to providing on the job training and guidance, so you can do your work to the best of your ability. You will be supported by a close-knit team that is always ready to help while you learn on the job.

How to Apply

If you are a person who cares about others, has a strong client service focus, takes pride and ownership in your work, has excellent attention to detail and wants to be part of a culture that cares about team, development and wellbeing, this could be your next opportunity.

Please email your cover letter and CV confidentially to HR@form1.com.au