



Service Support Administrator

About Form1

The Form1 Group of companies is a leading provider of training, fire protection, air conditioning and electrical solutions throughout NSW and the ACT. We are passionate about people and serious about safety. Locally, Form1 have had a strong presence in Newcastle and surrounds for over 25 years and are embedded in the local essential services industries and known as an employer of choice. While we don't need to be the biggest provider in the industry, we are well on target to being the best.

About the Role

An exciting opportunity has arisen within our fire business for a Service Support Administrator to join our close-knit team based out of our Bennetts Green office. Reporting to the Service Manager, your typical day involves liaising with clients, technicians, suppliers and contractors to ensure a seamless, positive experience for our stakeholders. This fast-paced role will involve:

- Receiving and processing customer requests via email, telephone, customer portals, internet and internal channels for our technicians to attend customer sites.
- Collect, analyse and allocate the daily work for the Service Technicians using key systems.
- Coordinate with supervisors, managers and subcontractors for a technician to be available to attend a site at the required time.
- Providing a high level of customer service keeping clients updated on the delivery of their expected services.
- Prepare and distribute forward tentative schedules based on work volume.
- Monitor the back-log queue for these jobs and close out within the agreed time frame.
- Collate data & reporting to supervisors and managers.
- Manage and ensure incoming cases are actioned within timelines to meet required KPI's.
- Miscellaneous administration tasks as necessary to support the Service Centre.
- Ensure familiarity and compliance with all policies and procedures in relation to the role.

Our ideal candidate:

- 1-2 years experience in a customer service and/or administration role
- Strong organisational and time management skills
- The ability to work to tight deadlines and in a busy and fast-paced environment
- Proficient computer literacy skills within a Microsoft Office environment
- Excellent oral and written communication skills
- Flexible, adaptable and a "How can I help" mindset
- Eagerness and aptitude to learn, grow and develop into the role.
- Have permanent work rights with no restrictions
- Able to successfully complete a pre-employment medical and police check

Why Form1

Form1 is not just a workplace – it's a community where you can build a rewarding career and are provided with the opportunity to flourish. We offer:

- A supportive and inclusive work culture
- Opportunities for career growth
- A strong commitment to work-life balance
- Our team enjoys competitive compensation, comprehensive benefits, and recognition for their contributions

Join us to be part of a dynamic and innovative company dedicated to excellence and employee well-being. Become part of a company that values respect, recognition, and meaningful work and provides ample opportunities for career development and a place with a leadership team that champions transparency and innovation.