

Job Specification

NEW CUSTOMER & ACCOUNTS ADMINISTRATOR

Position type: Full Time, Permanent based Ipswich, Suffolk

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Introduction, about us:

Bauder is a leading international manufacturer of building construction materials. We provide our clients with a complete technical roofing solution and package from inception to completion, to meet their every requirement. Our service is centered upon our dedication to provide a waterproofing system that fully understands all the individual issues of any project and fully responds to the needs of the client.

Our flat roof systems are designed to provide a high quality, single source solution for every application and client need. Whether green roofing to bitumen membrane, and from hot melt to cold liquid applied, right through to BauderSOLAR PV panels, giving energy for sustainability.

Bauder flat roofs represent an industry leading commitment to deliver technologically advanced roofing products, which meet the diverse needs of the roofing industry in terms of budget, performance and function of the highest quality. The Bauder name synonymous for quality, design and service.

Our people focused culture originates from a strong family ethos and the belief that our success is determined through our people, who are at the very heart of what we do. We place great attention to detail on recruiting the right person, team fit is as important to us as skillset and people join us for a career and not just a job. We have fun whilst we work and reward, recognise and develop the capabilities of our people. The commitment from all our people undoubtedly drives the high levels of business performance and success enjoyed today.

'you work with friends not colleagues' (Area Technical Sales Manager)

'the Company really looks after you as a person' (Technical Administrator)

'there is a strong commitment to employees and sense of trust and fairness' (Manager)

Would you like to be part of an extremely successful, team spirited business, with a motivated people driven culture? A business which focuses upon building your career, supporting and encouraging your development and fostering autonomy, ownership and accountability. We offer a highly competitive remuneration package and lifecycle of benefits, designed to protect you and your family. Our accolades validate our employer credentials, we are the first in our sector to be awarded the prestigious Investors in People Platinum award and are proud to be one of only 78 Platinum accredited organisations in the UK.

Bauder is an Equal Opportunities employer



Objective:

Bauder sells through Approved Roofing contractors who are subject to a thorough approval process in order to purchase and install Bauder products. Based within the Accounts department, the primary focus of this role will be to administer and control the new customer onboarding process from start to finish.

This outward facing role will be expected to liaise proactively with customers, as well as internal Bauder colleagues to obtain required information, review submissions for completeness (including financial, insurance, policies and procedures etc.), chasing where necessary and bringing each new customer application to a conclusion, including issuing of contracts at the end of the process.

The role will also take an active interest in the management of existing customer accounts on our systems, upgrading customers where required, renewing of contracts for existing customers, and the closure of unused or old customer accounts as part of routine housekeeping.

In addition to the above, the role will take primary responsibility for the administration of our substantial fleet of company cars, including the procurement of new vehicles, taxation of vehicles, fuel cards, liaising with insurers and other related tasks.

As the role is part of a team this person will be required to be flexible, get involved with the wider team, and at times help with other ad hoc tasks as required, supporting the Finance Director and other team members.

New Customer Administration:

- Be the primary point of contact for new potential approved contractors (customers) throughout the approval process communicating professionally and proactively.
- Issue pre-qualification questionnaires to potential new customers, liaising to answer any questions on the information being requested from them.
- Receive completed questionnaires and accompanying information, reviewing submissions for completeness, grading responses green, amber, red in each category to aid with the review process.
- Pass more specialist information received such as financial or roofing operative information to relevant colleagues in order for them to complete their part of the assessment.
- Track each approval throughout the process to ensure it is on track, communicating with sales colleagues throughout the process to keep them informed (or obtaining support where required).
- Chase both customers and colleagues for information at every stage required to ensure the process is kept moving wherever possible.
- Issue new contracts out to customers once the process is complete, and certificates once their approval can be approved
- Work with credit control colleagues on the setup of new customers on our systems

Existing Customer Administration:

- Review older customer accounts for expiry of contracts and issue new contracts
- Liaise with customers wanting to install new products, obtaining information to get their status upgraded.
- Ensure consistency in customer account information across different Bauder systems.
- Review inactive accounts with sales colleagues for potential closure.
- Produce copy certificates as requested by customers.
- Other ad-hoc related tasks.

Other Contract Related Administration:

- Assist with the administration of other legal agreements when required on an ad-hoc basis.

Fleet Administration:

- Liaise with car dealers on the procurement of new company vehicles, keeping track of the status of new car purchases.
- Ensure the schedule of company vehicles is kept up to date, and accurate.
- Liaise with company insurers to add or remove vehicles from cover.
- Ensure road tax is kept up to date on all company vehicles.
- Order new fuel cards as required for new vehicles or new drivers joining the company.
- Perform driver's license checks as required.
- Other ad-hoc related tasks.

Accounts Department:

- At times, support other team members or the Finance Director with tasks, for example to cover holidays, help manage workloads etc. within the team.

Key Skills and experience required

- Strong administrative experience
- Accuracy and strong attention to detail
- Excellent numeracy and literacy
- Excellent communication skills, via written and verbal mediums
- Proven level of Computer literacy – an intermediate proficiency with Microsoft Excel particularly
- Good database experience
- Proven experience of working to deadlines
- Ability to work within a fast-paced environment
- Problem solving ability
- Ability to prioritise workload
- Motivated, driven and dedication to deliver and maintain high standards of service

This job specification is non-exhaustive and subject to change as the Company deems necessary