



A Halma company



Service Administration Supervisor

About Us

Halma Water Management (HWM) is a group of successful water conservation companies who have joined forces under a single sales, design and distribution network to manufacture and supply flow measurement, data logging, and leak detection solutions for the water industry. Our extensive experience and unrivalled innovation has made us a world leading team with an international reputation for technology, quality and service. Together, we provide an unparalleled range of products and services for the water industry.

We are proud to be part of Halma, a major worldwide technology group making safety products and products that improve quality of life. As an integral part of the Halma Group plc, Halma Water Management has the strength and credibility of a FTSE 100 plc Company with the financial resources to match.

Halma has been trading for over a century and has a level of corporate pride second to none. Their customers range from small enterprises through to some of the largest companies in the world, and they export products globally, currently to over 50 countries.

Job Purpose

Complete all tasks relating to core warranty repairs to support the repair team. Oversee all administration for waste water, large warranty framework and core service repairs. Daily triage of Service Support Freshdesk tickets, answer/re-assign as well as overseeing targets are being met within the Service Support team. Conduct any internal team training with a training matrix.

Main Responsibilities

- Order processing and shipping arrangements for completed core warranty repairs
- Respond to customer enquiries & queries.
- Liaise with Account Managers regarding repair queries.
- Ensure workorder tracker is continually up to date.
- Preparing commercial paperwork to assist with dispatching core warranty orders.
- Liaise with various departments in the company as required.
- Preparing customer reports as required.
- Liaise with customers to ensure they are continually kept up to date on the status of their repairs
- Liaise with various couriers to collate delivery information

- Support and oversee the Service Admin Team

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the Company and its overall business objectives.

Knowledge and Experience

- Must be methodical.
- Able to prioritise their workload.
- Able to work independently with minimal supervision.
- Able to stay focussed in a busy environment.
- Excellent verbal and written communication skills.
- A customer focused approach at all times
- Strong administration skills.
- The successful candidate will be IT literate, numerate and will want to be part of a team.

Desirable Requirements

- Exporting and shipping experience.

How to Apply

To apply for this vacancy please contact hr@hwm-water.com, sending your CV along with a covering letter stating why you feel you are particularly suited to this role.