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Field Service Administrator

About Us

HWM is a leading manufacturer of utility monitoring solutions developed to save customers water, energy, time and money. Our services include the design and manufacture of telemetry equipment, along with installation and data delivery expertise. We have over 30 years' experience delivering services to the water, wastewater and gas sectors.

Job Purpose

Working with the Field Service team undertaking general administration duties and entering data daily onto HWM systems.

Role & Responsibilities

- Maintenance of SIM database (checking expirations/arranging renewals etc.)
- Internal database support, including adding radio transmitters
- Processing and invoicing customer orders
- Supporting projects through administration tasks
- Customer service responsibilities

The above list of responsibilities is not exhaustive and you may be required to undertake additional responsibilities and training when requested by the line manager, where appropriate to the role.

Qualifications, Skills and Experience

- Minimum 5 GCSE A* - C grades
- Experience working in a busy office environment
- Experience of working with minimal supervision
- Good computer skills, particularly Excel
- Ability to communicate clearly via telephone, email and face to face

Personal Attributes

- Excellent organisational skills
- Effective timekeeping
- Ability to multi-task
- Calm and methodical in approach to work

How to Apply

To apply for this vacancy please send an up to CV, along with a covering letter to hr@hwm-water.com.