



Contracts Administrator

Location: Head Office, Kidderminster

Job type: Contracts

Salary: negotiable depending upon experience

Ref: CA0108

Hours: 37.5 hours per week

Avensys UK Ltd offer bio-medical equipment engineering service solutions, including:

- Maintenance and Repair: bio-medical, dental and endoscopy equipment
- Resale: ethical resale service for surplus equipment, plus sale of new and reconditioned medical equipment
- Training: bio-medical equipment training

The Contracts Administrator role is to ensure that all equipment is covered by an OEM or 3rd party contract and has an up to date service report, tracking all additions of deletions to the contract.

This is a permanent role, reporting to the Contract manager.

Job responsibilities, include but are not limited to:

- Chase overdue level 3 equipment once a week. Chase for service dates / reports. Update service history on equipment. Keep log of total number of overdues for KPI's.
- Upload service reports and service history to put equipment into date.
- Raise level 3 service/repairs job with manufacturers/sub-contractors.
- Chase level 3 jobs once a week or as and when required.
- Thorough knowledge of how the different customer contracts / manufacturers operate and are managed.
- Chase level 3 contract renewals every week. Chase for quotations from manufacturers and purchase orders from customer. When accepted update customer spreadsheets, update database with relevant documents and service history. Update KPI spreadsheet. Complete service contract data sheet and file all necessary documents in to customer file.
- Deal with any complaints and queries from customers. Liaise between the manufacturer and the customer.
- Add any new equipment onto the database. Research service history / warranty with the manufacturer/customer. Advise the appropriate team member of any additions to community contracts.
- Sign off on manufacturers invoices, ensuring cost is associated with a job card or PO to ensure re-charge to customers.
- File all job cards, level 3 contracts, contract renewals in relevant files.
- Assist account managers and engineers regarding any queries on level 3 equipment.
- Assist with obtaining quotations for any new tenders/equipment.
- Provide data via spreadsheets for customers and other staff as required.
- Update account managers on overdues and outstanding level 3 jobs as and when requested.
- Assist accounts staff with any invoice queries.
- Cover for other staff when on annual leave/sickness.
- Complete additions & deletions of equipment to and from contracts:
- Amending the database
- Updating spreadsheets
- Calculating new quarterly/monthly figures for invoicing
- Communicating with customers/clients regarding additions and deletions



- Checking invoices:
 - Check invoices against job cards
 - Check the costs are covered via the job cards
 - Update any service/repair reports received with invoice
 - Update Asset on database with reference information

Experience and skills required:

- Excellent Time Management, with an ability to prioritise multiple tasks within a varied role.
- Effective communication with customers, employees and other stakeholders.
- Office software experience, including excellent Excel working knowledge
- Organised and methodical to ensure effective management of high workload
- Excellent customer centric approach
- Able to work under own initiative and under pressure
- Accurate management of financial information and reporting.

Closing Date: 18th January 2019

To apply please email your CV & covering letter to the HR team: hrtteam@avensysmedical.co.uk

We are committed to ISO 9001:2008 QMS and ISO 13485:2003 (2012) standards.

Due to the popularity of some positions, we reserve the right to close the vacancy early on receipt of sufficient applicants.