

**Job Reference:**  
**Job Title:** Repairs Administrator  
**Reports to:** Repairs Manager  
**Closing Date (If applicable):** N/A  
**Hours:** Part time (25 hours p/w)  
**Start Date:** Immediate

**Hanover Displays Limited** is a worldwide, leading manufacturer of passenger information systems for the public transport industry. All design and development, and the majority of production, is carried out at our head office in Lewes, East Sussex.

We are proud to have a friendly open environment in our Repairs department and we are looking for a talented professional to join us at an exciting time of growth and technological & organisational change.

A competitive salary package is available, including contributory pension scheme, private medical insurance, company laptop, phone, all required tools and a minimum of 24 days holiday per annum. We offer a long service scheme with your holiday increasing to a maximum of 29 days per annum.

<p><b>Brief Summary</b></p>	<p>Hanover has enjoyed significant increase in sales over the past 3 years and this impacts directly on our Repairs team. We are therefore looking for an enthusiastic administrator to join us at an exciting time of growth and technological change.</p> <p>This is a great opportunity for an experienced administrator to join our growing business.</p> <p>Hanover's global sales are now £60m / year and our Repairs team are integral to the continued success and growth of our business.</p> <p>The successful candidate will be responsible for controlling the receipt of all returns and repairs, ensuring collections are well coordinated. They will be liaising with internal and external staff regarding the status of upcoming and pending returns and compiling and circulating repair and return reports.</p> <p>The Repairs Administrator will also contact customers to advise repair charges and any other details related to their return orders.</p>
<p><b>Requirements</b></p>	<ul style="list-style-type: none"> <li>• To coordinate and control the administration of repairs and returns</li> <li>• Answering update requests from customers either email or phone</li> <li>• Sending pro-forma PO's listing faults and associated costs and chasing those which are overdue or have had no response</li> <li>• A large part of this role involves communicating with various departments, freight companies, repairs and sales as well as some customer interaction therefore sound and respected relationships must be maintained</li> <li>• To have a positive attitude towards all aspects of their role, much of which will be working alone, therefore a high level of self-drive is required</li> </ul> <p><b>Quality</b></p>

	<ul style="list-style-type: none"> <li>• Ensure that all related procedures are always adhered to and that quality issues are dealt with immediately</li> <li>• Ensure that QMS forms are filled out within the scope of the administration role</li> <li>• Pro-active approach while dealing with Customer Complaints, in line with instructions of the Quality department</li> </ul> <p><b>Safety</b></p> <ul style="list-style-type: none"> <li>• To follow the Health &amp; Safety guidelines as detailed in the Staff Handbook</li> <li>• Ensure work areas are kept safe and hazard free and report any observed or known safety hazards, conditions or unsafe practices and procedures to management immediately.</li> </ul> <p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• Ensure that documentation is controlled and always completed accurately</li> </ul>
<p><b>Skills &amp; Knowledge</b></p>	<ul style="list-style-type: none"> <li>• A good knowledge of courier shipping programs and methods</li> <li>• Good organization and communication skills</li> <li>• Computer literate (MS-Word, Excel, Internet / E-mail)</li> <li>• Good working knowledge of company products, systems and policies</li> <li>• Capable of lifting products within manual handling regulations</li> <li>• Knowledge of ERP systems, ideally Microsoft Dynamics</li> <li>• Understands importing and Exporting processes</li> <li>• Capable of producing monthly KPI's</li> </ul>

**Contact Information:**

Email us with your CV including details of your qualifications, experience and availability at [Recruitment@hanoverdisplays.com](mailto:Recruitment@hanoverdisplays.com)