

**JOB TITLE: Repair Centre Administrator****Department: Repair Centre****Location: Cardiff****Reports To: Repair Centre Operations Manager****Purpose:** To improve the control and availability of small spare components within the repair centre to achieve efficient repair rates. To cover 4<sup>th</sup> party and customer 'return to base' administration.**Vista Retail Support's Mission**

- To be the partner of choice for the provision of technology services in the UK
- To deliver on our commitments to all of our customers both external and internal
- Create a great environment where Vista people become the best they can be and are able to discover for themselves and educate others in the field of technology support

**Vista Retail Support's Values**

- To do the best we can for our business, our customers and our colleagues
- To demonstrate honesty, integrity and flexibility in all that we do
- To be transparent in our operations
- Respect our environment
- Return value to our shareholders
- To be committed to our people

**Information Security Profile: MEDIUM**

- This role will be privy to some confidential and sensitive information and as such the administrative assistant will be expected to treat all information as sensitive discussing it only with those people who have the necessary authority.

**Main Tasks and Objectives**

- Monitor trends of component usage, using relevant Metrix reports and placing purchase requests to ensure that the correct level of stock is held to meet department needs.
- Receive small component goods in from warehouse and book into stores location with minimum delay.
- Store all spares in a secure area and maintain the live inventory accurately to ensure that the stock is accounted for and available for repairing the equipment in the department in a timely manner.
- Book components to a repair activity when applicable.

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<b>Page number</b> 1 of 2	<b>VRS-PROTECT</b>	<b>Version: 4.0</b> <b>Ref: PM-JD-CCAA</b>
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- Maintain a safe and clean storage area.
- Manage the 4<sup>th</sup> party return material authorisations (RMAs) process in line with department procedures, including ensuring that the requests are processed accurately via database.
- Pack and despatch 4<sup>th</sup> party and customer returns to relevant repairer or customer.
- Monitor 4<sup>th</sup> party and customer return repairs and progress if overdue.
- Receive and close 4<sup>th</sup> party and customer returns and complete the process on Metrix.
- Ensure health and safety guidelines are adhered to and raise health and safety concerns to their manager when necessary.

### Outcomes and Deliverables

- Small spares stock levels are always up to date to ensure engineers can carry out repairs.
- 4<sup>th</sup> party and customer return repairs are despatched accurately and in a timely manner.

In addition to the above duties the post holder must be prepared to undertake such additional duties which may result from changing circumstances.

**All staff are expected to comply with all VRS Ltd management systems and procedures and conform to the requirements of all standards and certifications held by Vista Retail Support Ltd.**

### Document Detail:

<b>Reference</b>	PM-JD-CCAA	<b>Owner</b>	Repair Centre Manager
<b>Author</b>	Nik Hibberd	<b>Status</b>	Issued
<b>Version No.</b>	4.0	<b>Issued Date</b>	01/08/2020
<b>Effective Date</b>	01/08/2020	<b>Next Review Date</b>	Annual

### Document Change History

Date	Version	Author	Details of Change
02/11/2016	1.0	Nik Hibberd	Issued
01/08/2018	2.0	Gemma Howlett-Matthews	Annual review – no change
29/08/2019	3.0	Kath Powell	Annual review – minor changes
01/08/2020	4.0	Gemma Howlett-Matthews	Annual review – no changes
12.09.2023	5.0	Thomas Jordan	Annual review – minor changes

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Page number 2 of 2	VRS-PROTECT	Version: 4.0 Ref: PM-JD-CCAA
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