**JOB TITLE**

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| Job Title: | Search Production Administrator - Drainage |
| Location: | Home-working position |
| Reports to | Drainage Team Leader |

**Overview**

 The primary duties within this position will be to complete daily orders, make outbound calls and take any relevant incoming calls. Handle queries efficiently and ensure a high standard of customer service is being delivered.

You will research specific property related records that are maintained and managed by the Water Authorities. This information is collated within our web based questionnaire. You will need to ensure good lines of communication with your team leader and other colleagues and offer assistance to others when possible.

**Key responsibilities**

* timely and accurate manner to ensure we remain within our KPI’s
* Interpret data from various online drainage plans and accurately generate findings for inclusion in reports
* Manage and support complex client requirements and follow the necessary processes to meet their nee Interpret data relating to public and private drainage connections and compile private water and drainage searches using our online questionnaire.
* Place new orders onto our system and order products directly with our suppliers.
* Contact Water Authorities to clarify any queries relating to drainage connections.
* Use a variety of systems and mapping to assist with locating properties and new developments.
* Order official drainage searches through various online platforms.
* Prepare workloads and schedule appointments for drainage search agents visiting Water Authorities.
* Upload search results in a ds.
* Ensure effective cross-functional communication by promptly notifying relevant parties of turnaround times and any potential delays.
* Handle queries and complaints swiftly and competently, ensuring timely resolution while keeping all involved parties informed.
* Liaise with suppliers and your team to ensure that search orders are completed within the customers’ deadline.
* Establish, develop, and maintain a good rapport with clients, your team, our search agents, and our suppliers.
* Develop a comprehensive understanding of the company and its products and active participation in relevant training sessions.

**Role holder requirements**

* Enthusiastic, engaging and team focused individual.
* Basic Microsoft skills, including but not limited to Word, Excel, and PowerPoint.
* Commitment to upholding high standards of professionalism, integrity, and confidentiality.
* Capable of meeting strict deadlines, prioritisation skills.
* Excellent attention to detail and analytical skills, with the ability to review and interpret complex search results accurately.
* Helpful and positive attitude.
* Effective communication and interpersonal skills, with the ability to build and maintain positive relationships with internal and external stakeholders.
* Approachable, confident, and professional.
* Organisational and time management skills, with the ability to prioritise tasks and meet deadlines in a fast-paced environment.