

Service Administrator

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Permanent, Full-time

Based in Dingwall, IV15 9LE

Salary: £25,353.25 – 26,642.17 per annum

aes renewables is a trusted leader in renewable energy solutions, with over 50 years of experience delivering high quality, reliable systems.

This is an excellent opportunity for a highly organised and proactive individual who enjoys working in a fast-paced environment and takes pride in delivering outstanding administrative and customer support. You will play a key role in supporting our Servicing, Installation, and Aftercare functions, helping to ensure our customers receive an exceptional experience.

THE ROLE

The Service Administrator plays a pivotal role in supporting the Service Manager and ensuring the smooth day to day operation of the service department. The role acts as a bridge between office operations, field engineers, suppliers, contractors, and customers, ensuring services are delivered efficiently, accurately, and professionally.

WORKING HOURS

Standard working hours are 36.25 hours per week, Monday to Friday, 9:00am to 5:00pm with a 45-minute unpaid lunch break daily. Start and finish times may vary from time to time in line with business requirements.

KEY RESPONSIBILITIES

- Act as a key point of contact for customers, contractors, and internal teams.
- Coordinate engineer and contractor schedules, including urgent and reactive works.
- Manage service enquiries, customer communications, and service documentation.
- Raise and process purchase orders and supplier invoices.
- Maintain accurate CRM records and service databases.
- Monitor service performance and support departmental reporting.
- Support the Service Manager with planning, reporting, and operational coordination.
- Assist in improving service processes, systems, and customer experience.

WHAT WE ARE LOOKING FOR

Essential

- Experience working in a fast-paced service, technical, or engineering office environment.
- Strong IT skills, including Microsoft Excel and CRM/database systems.
- Proven ability to coordinate service operations and support senior managers.
- Excellent organisational and time management skills.
- Strong written and verbal communication skills.

- Ability to prioritise workload and work effectively under pressure.
- Strong attention to detail and a proactive approach to problem solving.
- A customer-focused approach and the ability to build positive working relationships.

Desirable

- Experience in stock control, procurement, purchase order processing, and invoice management.
- Experience with preventative maintenance scheduling or asset management.
- Experience producing KPI reports and analysing operational data.
- Familiarity with the renewable energy, construction, or technical services sector.
- Understanding of Highlands, Islands and Aberdeenshire geography.

BENEFITS

- Company pension
- Cycle to work scheme
- Employee discount
- Health and wellbeing programme
- Life insurance
- Free on-site parking
- Private medical insurance
- Annual salary review in line with company policy and performance

EQUAL OPPORTUNITIES

aes renewables is an equal opportunities employer. We welcome applications from all suitably qualified individuals and are committed to creating an inclusive workplace where everyone is treated fairly and with respect.

HOW TO APPLY

If you are interested in joining aes renewables and would like to be part of a growing and supportive team, we would be delighted to hear from you.

Please send your CV to **hr@aes-renewables.co.uk**

CLOSING DATE: Friday, 18 September 2026 @ 5 pm

Apply