



TCR Group – Service Administrator - Edinburgh



Service Administrator

The Opportunity

Join our team as a **Service Administrator**, where you will play a vital role in ensuring the smooth and efficient running of our administration processes. Reporting to the Administration and Process Manager, you will be responsible for progressing work orders, processing invoices, and maintaining strong relationships with both colleagues and customers. This role requires excellent organisational skills, attention to detail, and the ability to manage multiple administrative tasks efficiently.

Key Responsibilities

- Ensure work orders are fully completed before processing in SAP.
- Send service sheets to customers and raise work orders for subcontracted work.
- Process invoices and generate purchase orders where required.
- Consolidate work orders, ensuring chargeable items align with customer contracts.
- Create proforma invoices for customer approval and liaise with the Operations Manager to resolve queries.
- Provide administrative support during audits and raise credits as needed.
- Monitor work in progress (WIP) and produce weekly/monthly reports.
- Maintain accurate records and input data into SAP, including timesheets, engine hours, and fuel records.
- Order parts, arrange subcontractors, and process delivered parts.
- Take minutes of meetings and support general administrative tasks such as ordering stationery, handling petty cash, and managing mail and phone calls.

What We Are Looking For

Skills, Experience & Behaviours

- Previous experience in a customer-focused administrative role (essential).
- Strong organisational and methodical working approach.
- Excellent attention to detail and accuracy in data entry.
- Strong communication skills, both verbal and written.
- Ability to work independently and as part of a team.
- Good financial understanding and ability to process invoices.
- Proficiency in IT systems, including Microsoft Office applications.

Desirable Experience & Qualifications

- Experience using data entry systems such as SAP.
- Good level of general education.

♥ Why You Will Love Working With Us

- Competitive salary and benefits package.
- Career development opportunities in a growing company.
- A dynamic, team-focused work environment that values safety and continuous improvement.

♥ What We Offer

- 6% employer pension contribution.
- 3x salary Life Assurance.
- Private Medical coverage.
- Employee Assistance Programme (EAP).

About Us

TCR is a leading provider of vehicle maintenance solutions, committed to excellence in safety, reliability, and customer service. We prioritise passion, integrity, accountability, and open-mindedness in everything we do.

Apply Now

Submit your CV and cover letter today to become part of our dynamic team!

Working Hours/Shift Pattern

Monday to Friday – 40 hours per week with flexibility.