

Junior Utilities Administration Assistant (Accounts)

Location: Stepney Green

Hours: Monday – Friday: 10am – 6pm (9am -5pm will be considered)

Fully office based role

The Role

We are looking for a detail-oriented administrator to join our accounts team. You will be responsible for managing financial records, processing payments such as bills and deposits and managing the administrative side of within our Accounts team, ensuring up to date, accurate and timely management of various utilities and council tax for tenants.

Key Responsibilities:

- Maintain a high volume of customer records such as utility accounts for our incoming and outgoing properties.
- Notifying all suppliers promptly, keeping track by keeping good records and dates.
- Monitor utility accounts to ensure accuracy, reconcile high volume of bills, and address any discrepancies swiftly.
- Maintain customer deposits records, ensure deposit compliance and accuracy for deposit release.
- Manage account transitions efficiently for departing tenants, addressing disputes.
- Serve as the primary contact for companies and tenants in resolving utility and deposit queries and issues, sending required reposes, updating required departments and systems.
- Liaise and inform various London local authorities and 3rd party suppliers of council tax and utility liabilities.
- Calculate and invoice tenants for utility usage, providing clear documentation.
- Manage account transitions efficiently for departing tenants, addressing disputes.
- Foster strong relationships with suppliers and councils to resolve issues quickly.
- You will ensure that all administration requirements are managed to ensure timely payment of utility bills, deposits, accurate direct debit setups, and system updates.
- Manage various inboxes, maintain accurate administrative records.
- Maintain and generate regular reports to support strategic company decision-making.
- Work with teams and suppliers to improve operational efficiency and accuracy.
- Collaboration with colleagues and suppliers to improve operational efficiency, accuracy, costs.
- Assist and cover other team members workload and assist with any ad-hoc tasks.

Skills and Qualifications

- Good proven experience in administrative roles, dealing with various account management.
- Strong numerical skills and attention to detail.
- Excellent communication and customer service skills.
- Excellent skills in: Excel, as well as CRM's, Outlook, Teams, Workflows, pivot & V-look up.
- Self-motivated with an ability to multiple tasks, resolve issues efficiently

Benefits

- Vibrant office environment and fresh fruit on offer daily.
- Birthday Day off, Wellness Day along, eye test* and various benefits & discounts packages.
- Additional annual leave, and sickness pay accrual with length of service.
- Summer and Winter annual company parties, other activities.