

Job Title	Service/Administration coordinator
Department / Location (position based)	Jersey Office
Working pattern	Full-time
Responsible to	Engineering Director
Job summary (the overall purpose of the job)	Provide efficient administrative, purchasing, and invoicing support to the Engineering team, ensuring accurate job logging, timely supplier follow-up, and effective coordination of systems and documentation.

One partner for all your business needs in the Channel Islands

We supply leading brands and services to the corporate, hospitality, retail, and healthcare sectors. Founded in 1965, with offices in Jersey and Guernsey, Mercury Distribution is a trusted partner in the Channel Islands. With an experienced management team, we are at the forefront of commercial distribution, installation, and support services across the Islands.

Whether it's designing a new commercial kitchen, installing the latest eco-friendly coffee machine, or supplying all your cleaning and hygiene needs, Mercury is the partner of choice for international brands and local customers.

Main duties and tasks

- Log jobs, ensuring all details are accurate (including customer PO numbers).
- Check unscheduled jobs daily and follow up as required.
- Track and follow up on outstanding jobs to support completion.
- Monitor job/task status to ensure no jobs are missed or incorrectly assigned.
- Allocate/maintain PPM services.
- Review parts/clients created by Engineers and delete duplicates or incorrect entries.
- Place orders and monitor progress through to receipt.
- Check orders in and allocate.
- Chase suppliers weekly for outstanding purchase orders (POs).
- Manage relevant mailboxes
- Support clients with queries and provide timely updates.
- Process and send invoices, ensuring parts used and labour hours are correct.
- Reconcile supplier invoices to POs and update Business Central.
- Query suppliers regarding any cost or quantity discrepancies.
- Ensure payment dates in Business Central are correct and all invoices are uploaded.
- Support Health & Safety audits, meetings, and recommendations.
- Compile checklist spreadsheets for all projects.
- Maintain and update quotes, ensuring accuracy and version control.
- Support stock control activities as required.
- Compile and maintain user manuals for Admin and Engineers.
- Provide administrative support to the Guernsey team as required.
- Carry out other ad hoc duties as required.

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Key Systems

Business Central	
ExpandIT or Service M8	
Teams	
Outlook	
Excel	
Word	