



## Business Administrator

<p><b>Role Description:</b> To provide customer service and administrative support to the business, ensuring expectations are met in a timely and efficient manner.</p> <p><b>Responsible to:</b> Office Manager</p>	
<p>In this role you will be expected to provide exceptional levels of customer service as the first point of contact for our customers. This is a vital and important role ensuring our customers receive the best possible service.</p> <p>As the first point of contact you will be responsible for incoming calls, emails and face to face reception duties. In addition, you will also carry out a variety of other office administrative tasks to support teams within the business such as printing, post duties and deliveries.</p>	
Key Responsibilities	Activities
<b><i>Incoming Calls</i></b>	<ul style="list-style-type: none"> <li>Handling frontline calls to determine customer requirements in order to transfer to correct department</li> <li>Creating and logging cases for the customer support team</li> <li>Message logging through the company computer system</li> <li>Ensuring switchboard is covered at all times</li> </ul>
<b><i>Support Admin</i></b>	<ul style="list-style-type: none"> <li>Produce and despatch well-presented and accurate documentation</li> <li>Produce handover packs and manuals for customers</li> <li>Liaise with Royal Mail, dealing with inbound and external post</li> <li>Creating and distributing shift rotas</li> <li>Arranging the collection of waste materials and recycling</li> <li>Order and maintain office supplies</li> <li>Ensure admin hubs are stocked and managed efficiently</li> <li>Provide support for other teams within the business</li> </ul>
<b><i>General</i></b>	<ul style="list-style-type: none"> <li>Contribute towards the continual improvement of the telephone system and call handling procedures</li> <li>Provide information on personal development needs and training requirements</li> <li>Participate in relevant training sessions</li> <li>Build and maintain excellent working relationships</li> <li>Perform any additional duties as required</li> </ul>

***Technical Skill and Knowledge:***

- Experience in working in a busy administrative environment
- Drive and passion to deliver a great first impression
- Exceptional levels of customer service
- Self-motivated, organised and independent
- Diligence in maintaining and creating accurate company records
- Able to work in a calm and methodical manner
- Need to be flexible and adaptable to meet the needs of the business
- Positive attitude with a determination to make a difference
- Able to deal with customer challenges in a calm and professional way
- Good keyboard skills
- Able to work confidently within both Microsoft Office and a computerised CRM package