



## JOB DESCRIPTION

<b>Job title</b>	Administrator		
<b>Hours</b>	35	<b>Days</b>	Monday – Friday, 9am – 5pm
<b>Department</b>	Administration	<b>Location</b>	Lanark
<b>Reporting to</b>	Administration Supervisor		
<b>Experience/Qualifications required</b>	Excellent knowledge of Microsoft office Experience of SAGE desirable 2-3 years administration experience		

### **Purpose and objectives of the role**

To work as part of an administrative team providing administrative support to sales and operations.

### **Main duties and responsibilities**

- Sales administration - preparation of quotes, processing of orders, data input, liaising with customers, administration for contract reviews and renewals, producing reports.
- Operational administration - booking in maintenance visits, GP dashboard input, customers portal admin, communicating with sub-contractors, ordering stock and materials.
- Administrative support for Christmas and winter services sales and operations – quotes, order processing, liaising with operational teams, ordering materials.
- Marketing administrative support including sending marketing emails and newsletters on mailchimp.
- General office duties – answering phones, filing, photocopying, laminating, printing, stationery ordering etc

This list is not exhaustive

### **Competencies**

<b>Communication</b>	<ul style="list-style-type: none"> <li>• Demonstrate effective communication to both internal and external customers and the interior team.</li> </ul>
<b>Organisational skills and time management</b>	<ul style="list-style-type: none"> <li>• Excellent time management and organisational skills</li> <li>• Ability to multitask.</li> <li>• Ability to work to deadlines</li> </ul>
<b>Product</b>	<ul style="list-style-type: none"> <li>• Microsoft Office 365 packages</li> </ul>



<b>knowledge</b>	
<b>Inter-personal skills</b>	<ul style="list-style-type: none"><li>• Ability to work well in a team</li><li>• Self-motivated</li><li>• Confident in handling new tasks</li><li>• Flexible to assignments</li><li>• Attentive to detail</li></ul>