



Microcom Training

Unlocking your potential

BUSINESS & ADMINISTRATION 3 (HNC LEVEL) – PERTH PH2 6PL

Contact – Amy Ritchie: 07733 006582

Email CV to: a.ritchie@microcomtraining.com

Job Purpose

Office administration, maintain good customer relations with existing and new customers. Main duties, answering/transferring telephone calls, producing & processing orders, banking, credit control, arranging dispatch, filing, photocopying, following up of emails, post, reports and data entry, some stocktaking involved etc.

Qualifications required

- Good standard of education to Nat 5 Equivalent
- Higher's (Desirable not essential)

Knowledge, Skills & Experience Required

- Good numerical skills
- Customer Service
- Positive outlook
- Team Player
- Excellent time keeping
- Ability to problem solve and use your own initiative
- Good Planning skills
- Good Communications Skills
- Computer Systems Literate

Key Results Areas

- Ability to take instructions and work as a part of a team
- Deal with customer enquiries
- Offer specific advice to customers on products and their use
- Maintain company data entry and spreadsheets
- Carry out office administration including : filing, photocopying, post duties & office stationery
- Continuously improve customer service
- Carry out refunds accurately in accordance with Company procedures
- Inform customers in advance of delivery to highlight problems and indicate approximate delivery time
- Maintain and build relations with new and existing clients
- Complete training activity for core skills, own role and multi-skilling
- Comply with relevant legislation and company policy and procedures (H&S, HR, business controls)
- Keep self up to date with changes in relevant regulations, legislation, market developments, products, company news
- Demonstrate flexibility and team-working in order to improve efficiency and effectiveness of the overall business
- Ad hoc duties as and when required to meet business needs

Measurement

- Compliance with company administration policies and procedures
- Performance of profit Centre
- Desire to learn new skills and gain knowledge
- Ability to take instruction
- Good time Management