

Job title: Office Administrator

Reports to: Managing Director

Locations: Basingstoke

Salary: £25,000 – £30,000

Hours: 39 hours per week

Key Responsibilities:

- Supervision of all office administrative functions
- Develop and maintain strong working relationships with customers and suppliers as well as all internal departments
- Ensure all customer orders are acknowledged and customer enquiries are responded to within set timescales
- Raising and processing all sales documents including opportunities, quotations, sales orders, sales returns, etc using CRM
- Detailed follow up of opportunities and quotations, and collating feedback from customers and enquiries
- Setting up new contacts and customers
- Raising and follow up of pro forma invoices
- Raising sales invoices
- Raising purchase orders
- Processing the office inbox and other custom queries in an efficient and professional manner
- Work with managers across all departments to collate data and prepare presentations where required
- Attend and contribute at meetings where required
- Answering the telephone in a professional manner
- Working towards KPI's for sales/customers and providing reports as required
- Assisting with quality administration
- Supporting and working towards the Company vision and values
- ISO; working to ISO standards. Completion of any necessary internal audits
- H&S; working to health & safety standards

Required Skills:

- Strong solid business administration background
- Experience with Microsoft Business Central or similar
- Strong administrative and organisation skills
- A natural ability to build rapport and provide excellent customer service
- Excellent communication skills and be a strong team player who can also work using their own initiative
- Good organisational, multitasking and prioritising skills
- Excellent eye for detail
- Good IT skills, experience with Microsoft programmes including Excel, Word and Outlook.
- Commitment to professional development and self learning

Benefits:

- Free onsite parking
- Company Pension
- Health Care Cash Plan