**Job TITLE Administrator**

**POSITION IN ORGANISATION**

**Reports to: Managing Director** **Division:** Direct365

**The Organisation:**

Our vision is to be the UK’s number one provider of essential workplace products and services for small businesses. We value helpfulness, reliability and innovation within our employee base, and believe in giving everyone the freedom to do what they do best. Our aim is to combine our buying power with friendly expert advice for everyone’s peace of mind that the job’s well done.

#### MAIN PURPOSE

The purpose of this role is to ensure the delivery of an excellent ‘Direct365 Customer Journey’. You will develop and maintain strong relations with new and existing customers as well as internal staff by processing their requirements in a timely fashion. This role includes a high volume of administrative processing activities. Accuracy and efficiency are key to effectiveness in this role.

You will deliver performance that maximises the smooth and efficient running of all tasks. This is to be achieved through proactive and reactive communication with all internal departments and customers.

You will work in a challenging, motivational culture and environment, where all team members develop and demonstrate their full potential. In turn achieving business KPI’s and objectives.

**key taSKS**

1. Deliver excellent customer care and administration whilst liaising with other departments in order to analyse and resolve customer queries.
2. Accurately process orders and deal with all aspects of account changes and related customer care.
3. Raise credits, additional invoicing and addressing subcontractor feedback whilst building upon customer relations.
4. Order supplies and day to day parcel collection as required.
5. Maintain excellent knowledge of our portfolio of products and services in order to understand customer requirements.
6. Manage incoming calls, emails and correspondences and deal with accordingly.
7. Produce invoices, contracts and service agreements for customers.
8. Identify opportunities to turn dissatisfied customers into happy customers.
9. Report regularly to management on all activities relating to the role and daily performance.
10. Be innovative and forthcoming with ideas in order to improve service to customers reducing the risk of cancellation.
11. To work as part of a team to develop the concept of One Team = One Organisation, taking ownership of challenges and foster an environment of continuous improvement.

**PERSON SPECIFICATION**

1. Minimum 2 years’ experience within a similar role.
2. A successful track record in achieving objectives and KPI’s.
3. A determined, outgoing and competitive attitude with a passion for Customer Care balancing customer needs/expectations with business KPI’s.
4. Excellent time management skills.
5. Team player, with the ability to portray a positive attitude at all times.
6. Excellent telephone communication skills with a confident, approachable and professional manner.
7. Ability to manage difficult situations and the stress associated with them.
8. Ability to anticipate staffing needs prior to booking holidays.
9. IT Literate – MS Office, Excel, Outlook, Access, PowerPoint packages and the ability to adapt to new CRM systems.

**QUALIFICATIONS**

1. C Grade or above Maths and English G.C.S.E or equivalent

**CONTACTS AND COMMUNICATION**

**Internal**

* Management Team
* Team Leaders
* Internal staff

**External**

* Suppliers and subcontractors (Both Group and External)
* Customers
* Prospects