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Job Description

Office Administrator

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Reports to: Operations Director

To provide a professional administrative support and secretarial service to both **The Sussex Sign Company** and the Senior Management Team in addition to ensuring the smooth running of **The Sussex Sign Company's** Office.

KEY RESPONSIBILITIES:

- Book travel and accommodation for team members.
- Coordinate the purchase of office supplies and refreshments; and the repair and maintenance of office equipment.
- Provide word-processing and general administrative support.
- Assist in making drinks when necessary.
- Shred and dispose of confidential waste.
- Conveyed information to individuals on the phone, by email and face-to-face, first point of contact for standard, process-based queries.
- Deal discreetly with confidential matters, for example team member appraisal outcomes.
- To produce correspondence, reports and confidential documents in consultation with both the General Manager and or the Managing Director.
- To deal with incoming and outgoing post, including assisting with the despatch of parcels.
- To maintain and develop procedures and systems to ensure the maintenance of manual and electronic filing systems.
- To maintain up-to-date records of staff records and leave administration.
- To be the office focal point, in liaison with the Accounts team, for the processing of invoices, petty cash handling, debit chasing etc...
- To assist the Marketing Manager with all associated marketing processes.

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- Undertake general office administrative duties for the team as necessary.
- To ensure that all vehicle paperwork and documentation are accurately stored, filed and administered correctly including, but not limited to ensuring all vehicles are taxed and serviced correctly and on time, fuel receipts are collated and review appropriately, fleet breakdown cover is applicable and current.
- To ensure that all company and property insurance paperwork and documentation are accurately stored, filed and administered correctly including, but not limited to Public and Private Liability.
- To maintain current records of team member training, accreditation and qualifications.

KEY SUCCESS CRITERIA:

- Working within the Senior Management Team for the achievement of client satisfaction, revenue generation, and long-term administrative goals in line with company vision and values.
- Be able to communicate successfully in both written and verbal format.
- Be cordial and amenable.
- Be confident, be tactful and have a persuasive manner.
- Good organisational and time management skills with the flexibility to prioritise as necessary.
- Demonstrates the ability to carry on a business conversation with business representatives and decision makers. Ability to work under pressure.
- Good 'people skills', for working with a range of team members and clients.
- A professional manner.
- Ability to work with little or no supervision whilst also being a team player.
- Disseminating messages to team members efficiently and promptly.
- Ability to take initiative.

QUALIFICATIONS & SKILLS:

- NVQ Level Two Business Administration.
- A knowledge of office procedures.
- Proficient IT skills with a working knowledge of Microsoft Office programs, internet and email.
- Methodical, well organised approach to work.
- Completes work to deadlines.
- A good team player and also able to work independently.
- Excellent communication skills including a clear and confident telephone manner.
- Flexible, enthusiastic and "Can Do" attitude.
- Multitasking ability.
- Proficient Database practices.
- Objection handling.
- Listening skills.

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EXPERIENCE:

- Experience of working with databases
- Ability to demonstrate business financial awareness.
- Must be able to work independently and or part of a professional team.

PREFERABLE SKILLS:

- Have knowledge and experience of working within the sign industry.

LEVEL OF AUTHORITY:

- None.

This job description is subject to review to ensure that it reflects the strategic direction requirements of **The Sussex Sign Company**.

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business, is helping
you **grow** yours...



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YEARS

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The Sussex Sign Company
is that we can help you
with all your requirements
from concept through to branding
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