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| **JOB SPECIFICATION** | | |
| **1. Job Spec Rev No:** 1 | **2. Issue Date:** 20th March 2017 | **3. Job Title:** Administration Co-ordinator |
| **4. Directly Responsible to:**  Office Manager | | |
| **5. Key areas of responsibility:**   1. Responsible to co-ordinate and process all job packs in readiness for production. 2. Office administration. 3. Answering and distributing incoming calls to relevant personnel. 4. Responsible to close off all tickets and update CRM with all necessary details ready for invoicing. 5. Purchasing and stock control. | | |
| **6. Direct Reports:**  None  **7. Contact Relations:**  **7.1 In-house:**  All employees and owners of the Company.  **7.2 External:**  Customers, Manufacturers and Suppliers | | |
| **8. Key Duties:**   1. To assist the office manager with the preparation and allocation of job tickets in readiness for the production department and print. 2. Invoicing and Credit control 3. To answer all incoming calls and distribute to necessary personnel. 4. To monitor incoming sales emails to ensure all enquires are actioned on same day as receipt. 5. To open and distribute post and action as necessary. 6. To close tickets off after production and update the company CRM with any necessary updates. | | |
| **9. Key ‘Satisfactory’ Office Department Performance Indicators**   1. Phone calls are answered within 3 rings. 2. Job packs are ready in time to meet customer requirements. 3. Job packs are closed down and sent through to invoicing on day of completion.   **Note: All targets are reviewed twice per year as part of the personal appraisal & development process.** | | |
| **10. Experience, Abilities and Skills Requirements:**  1. Proven qualities in the organisation of administration, planning & time management.  2. Excellent communication skills with all levels of personnel from staff, suppliers, customers to senior managers and board members.  3. Excellent technical skills with proven experience of the Microsoft Office suite (Excel, PowerPoint) Social Media and CRM  4. Must be results driven on a day-to-day basis, with the ability to successfully manage projects, administration,  budgets and costs.  5. Should be capable of demonstrating personal ambition, discipline, self-belief and support of Company values & ethics. | | |