

Job Description			
Job Title:	Office Administrator	Position Type:	Full Time
Location:	Laughton, East Sussex	Travel Required:	0%
HR Contact:	personnel@quorumtech.com	Date posted:	March 11, 2024

## Main Purpose of Job

Due to significant growth in our business, Quorum is searching for an additional team member for our finance and office administration team. Reporting directly to the Assistant Finance Manager, the Administrative Assistant will support the wider team in the day-to-day running of the sales administration function and the general office.

## Relationships

Reports to: Assistant Finance Manager

Responsible for: No direct reports

Interacts with: Field Sales and Service Teams, Head of Sales, Production and Stores departments, Business Support Manager

## Role and Responsibilities

The Office Administrator will cover all sales, order and general office administration functions including:

### Order Processing:

- Data input and processing to sales order database (SAP)
- Produce order acknowledgements and send to customer (SAP)
- Assist in the completion of shipping related documentation including Letter of Credit, export licence applications, EUR1 etc.
- Liaise with all other departments – manufacturing, purchasing, shipping, accounts, etc

### Customer Support

- Provide support to sales specialists as and when required
- Handle routine enquiries from customers relating to sales and service.
- Deal with UK and International Distributors by telephone and e-mail
- Maintain Distributor, OEM and Customer contact details on SAP
- Involvement with all relevant marketing and promotional activities
- Provide necessary liaison with customers and service personnel as required
- Keep accurate records and updating database (SAP including CRM)

### Office Administration

- Answer the telephone, screening and directing calls and answering intercom
- Order office fruit and business lunches
- Coordination of meetings
- Book training and training venues
- Organise equipment maintenance checks
- Assist Business Support Manager with general administration tasks

- Ensure office is stocked with necessary supplies
- Develop, review and improve administrative systems, policies and procedures
- Assist with recruitment: arranging interviews, liaising with hiring managers and recruitment agencies, producing offer packs, updating personnel files.
- Organise office parties and other social events

**The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.**

### Performance Measurement

- Ability to meet customer expectations and to maintain Quorum's values
- Ability to ensure that all established administrative routines and records are accurate and up to date
- Personal time management and attendance
- Manage customer expectations and escalate any issues that may arise

### Qualifications and Education Requirements

- Educated to GCSE Level

### Required Experience and Skills

- Thorough knowledge of MS Office Suite including Word, Excel, Outlook
- Ability to compose email and letter text in concise and literate manner
- Confident telephone manner

### Preferred Experience and Skills

- Previously worked as an administrator in a sales office dealing with international shipping
- Knowledge of Export/IPR/Customs procedures
- General working knowledge of SAP will be beneficial

### Personal Skills Required:

- Good team player
- Easy going, flexible personality
- Able to work to tight timescales
- Conscientious and hard working
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### Physical Requirements:

- Sitting for long periods
- Use of monitors and keyboards