

Administration Assistant

Brand: Matthew Clark

Job Family: Logistics

Report To: Office Manager/Senior Administrator

Sub Family: Logistics

Purpose

To assist in providing efficient. Professional and customer focused administration support to the Office Manager and Depot Management Team.

Core Accountabilities

- To act as first point of contact at Reception.
- To accurately amend and despatch customer orders as and when required.
- Answering incoming calls, providing the first line of the customer care function.
- Carry out and maintain an accurate filing system for all relevant company documentation.
- Adhere to "Off licence" legislation whilst carrying out an "Off licence" sale.
- Support and cover administration tasks for other departments when required.
- Ensure the Depot and office environment is maintained, ordering stationary and ensuring the office environment is kept in a safe and hygienic manor.
- Any other administration tasks required.

Key Relationships

Internal

- All depot employees

External

- Visitors
- Customers

Experience, Skills and Knowledge

- Administration experience
- High level of organisational skills
- Good IT skills, ideally with knowledge of Microsoft Word, Excel and Lotus Notes Software.
- Strong attention to detail.

Our Values

Passion

We tackle challenges and opportunities with passion and enthusiasm. Across the business we have fun whilst we do it.

Agility

We are always flexible to the needs of the business. Our people generate innovative ways of working. In return our leadership embrace new ideas and opportunities.

Team Work

We work as one team to achieve a common goal. We support our customers, our retail Franchisees and each other.

Customer Focus and Excellence

We make a difference by going the extra mile for our customers and each other.