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| Job Title: | Operations Administrator |  | Department/Location: | Operations - Birmingham |
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| Reports To: | Senior Administrator |  | People Responsibility: | Nil |
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| Main Purpose | | | | |
| To carry out the administrative duties within the distribution department and provide support to the Stock Manager. | | | | |
| Key Outputs | | | | |
| * To carry out driver de-brief. * To accurately amend and despatch customer orders as and when required. * To act as a first point of contact at reception. * To carry out and maintain an accurate filing system for all relevant company documentation. * To attend to all trade counter customers. * To prepare trade counter orders and receive payment for trade counter sales from customers. * To adhere to “Off licence” legislation whilst carrying out an “Off licence” sale. * To support and cover for the cashier/administration assistant when required to do so. * To ensure that the office environment is maintained in a safe and hygienic manner. * To provide cover for Senior Administrator and other Admin employees when required (flexible). | | | | |
| KPIs | | | | |
| * Compliance with all company procedures * Administrative Accuracy * Operation Service Level * Breakages * 14001 & 18001 Conformity * Assist in management and delivery of actual to budget performance on variable, fixed and admin costs. | | | | |
| Interfaces | | | | |
| **External**   * Customers * Recruitment Agencies * Suppliers | |  | **Internal**   * Depot Team * Customer Services * Stock Control | |
| Qualifications/Experience | | | | |
| * PC Skills – Microsoft Excel/Outlook/Access/Word * Good communicator * Investigative * Numerate * Administrative skills preferable * JDE system knowledge preferable | | | | |
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