

## **BUSINESS SUPPORT**

### **Role Objective:**

To provide Business Support to a high standard, to ensure efficient operation of the office and to support managers and employees through a variety of tasks related to organisation and communication.

### **Key Responsibilities:**

#### *General Business Support:*

- Answering telephone calls and resolving queries or directing them forward to the relevant department as appropriate.
- Greet and assist visitors to the office.
- Maintain office supplies by checking stock to determine inventory level, anticipating needed supplies including placing and expediting orders.
- Accepting and dispatching deliveries at the office. Receive, sort, and distribute incoming and outgoing mail.
- Shared responsibility for answering incoming emails to the admin inbox from various departments and resolving/forwarding on as appropriate.

#### *Technical Business Support:*

- Raising purchase orders against requests for equipment etc, from all other departments, including direct sourcing using company credit card
- Receipt of orders from sales, creating new project cases via the CRM platform including the creation of comprehensive notes regarding the customer requirements
- Liaising with the engineering manager to ensure effective management of each new and continuing project.
- Supporting the Business Support Manager on inputting data into the Microsoft Dynamics CRM platform
- Responsibility for the coordination of faulty equipment, both within the office and from customer sites. Undertake regular audits of returned equipment.
- Assisting the Business Support Manager and Finance Manager with the implementation and ongoing maintenance of a new billing platform
- And all other administrative related duties as determined reasonable by the needs of the business.

### **Person Specification**

- At least 5 years' experience in an office environment
- Knowledge of using a CRM system
- Ability to produce accurate work
- Ability to undertake a range of administrative procedures
- Ability to organise and prioritise work
- Ability to communicate in a polite, friendly, and helpful manner in person and on the telephone
- Excellent numerical and literacy skills to undertake a range of tasks
- Good team player with excellent communication skills

Job Types: Full-time, Permanent