



General Administrator Full time (Temporary – 6 Month Contract)

The position offered is varied, principal duties within the Aftersales department include; Taking telephone calls and assisting customers with their requests, passing calls to the relevant person or taking messages where necessary. Interpreting customer requirements for vehicle information, sourcing data from our databases and forwarding by fax / e-mail. Collating engineer's job sheets, invoicing, inputting information on Goldmine, our contact management database and forwarding completed calibration certificates. Assisting the Helpline Controllers with administrative duties such as typing, faxing & emailing customers, booking service calls, collating job sheets, updating spreadsheets and producing reports. Duties within Sales Administration are preparing sales quotes and processing orders. To actively maintain and verify the data held on the company database through phone calls to customer sites. To collect additional customer details such as email addresses, changes of key contacts and customer profile information.

Other duties:

Taking, when available, incoming calls for all departments. Covering general duties for other departments/colleagues in the event of absence, sickness or work overload situations. Administration of IMI training courses and arranging attendees. Conducting customer satisfaction calls. Postal and any other administrative and supporting duties as required within a busy sales company.

Skill & Experience required: Strong administration, computer proficient with good Microsoft Office knowledge, previous use of CMS and accounts (Sage) systems would be beneficial.

The above is not an exhaustive list of duties, and you may be required to perform other tasks as necessitated by your changing role within the organisation to help meet the overall business objectives.

The position offered is full time (Mon-Thur 9.00am to 5.30pm including 1 hour lunch, Fri 9.00am to 5.00pm including half hour lunch).

Holidays are fully paid with 31 days (incl Bank Holidays) in a full calendar year. A Company pension scheme is in operation, which you will be automatically enrolled in after 3 months. Position is subject to a 6 month probationary period.

Salary dependent on experience

Closing Date: 11th January 2019



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