



Oxford City Supplies

Job Description 2009

Job Title : Office Administrator

Reports To : Operations Manager, Managing Director.

Job Purpose : To deal with all incoming calls, acting on the customers, suppliers or colleagues, requests appropriately and to carry out all of the administrative back room tasks.

Key Responsibilities and Accountability :

1. Taking responsibility of the smooth running of our office & all administration needs as required
2. Answering the telephone and dealing with the call in a professional manner.
 - i. Using 'Pro Sales' Approach – Linked Sales/Promos/Upping orders
 - ii. Passing on clear messages to the correct persons for further action
 - iii. Following the OCS – Customer Service Contract
3. To carry out the offices daily tasks:
 - i. Sorting through and checking orders from previous day.
 - ii. Carrying out the daily filing.
 - iii. Preparing daily banking, posting cheques to customer accounts & clearing relevant invoices.
 - iv. Posting out information/promotions as required.
 - v. Completing special order requirements on the correct paper work.
 - vi. Proactively updating customer records and notes when change occurs.
 - vii. Opening and distributing post
 - viii. Preparing delivery notes while checking for errors as required
 - ix. Telephone debtors on a daily basis, posting letters/copies of invoices as required
4. Maintenance of debtors control list & attend weekly debtors meeting with clear notes & preparation

5. Complete Delivery Driver sheets with drivers upon their return, filling-in problems as the sheet requires, recording delivery errors
6. Checking & up-keep of stationary levels monthly
7. Balancing the Sales ledger at the end of every week & month-end as required
8. Keeping the office tidy (vacuuming daily, emptying the bins at the end of the day, general spring cleaning).
9. Maintaining common files, updating documents as required.
10. Assisting your 'buddy' to follow up leads, produce and solve problems.