**JOB DESCRIPTION **

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| **Administrator** | |
| **Accountable to:** | Metex Directors |
| **Location:** | Gaerwen, Anglesey |
| **Hours:**  **Salary:** | 40 hours per week, Monday – Friday; 8:30am – 5pm (potential for part time/ flexible hours or job share)  £23K+ per annum (pro rata for part time) |
| **the role** | |
| You’ll provide general and sales admin support to the Metex team promoting Metex products and dealing with customer enquiries as our first point of contact. You’ll check, quote for and process orders, raise quotations and liaise with our customers, working alongside the warehouse despatch team to ensure customers receive the right Metex products, in good condition and on time. | |

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| **THE DETAIL OF THE JOB** |

You’ll be expected to:

* deal with all incoming customer enquiries via the phone, e-mail and our online ecommerce channels, resolving basic issues, answering general queries and responding clearly and promptly to requests.
* manage, update and process sales on our ecommerce platforms (e.g. Amazon etc)
* track and ensure all enquiries that need to be dealt with by the team are completed in a timely manner and that customers are kept informed of progress with their requests.
* prepare commercial offers; raising quotes for customers and processing orders.
* liaise with our warehouse team regarding dispatch, special instructions, stock levels etc
* make sales / customer service calls via the telephone to respond to requests.
* occassionally attend and support the set up of trade shows.
* act as a personal assistant to the Directors and be the first point of call for anything admistrative at Metex, from dealing with the post, booking hotels or travel plans, dealing with fleet insurance, organising events and meetings etc.
* share ideas and leads with colleagues and undertake any other activities within your abilities to support the team to achieve Metex’s growth plans.

**ABOUT YOU…**

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| **Skills, Knowledge and Experience:**   * Customer service skills   + *Communication* - an active listener, confident and clear in written (quotes, emails, instructions) and verbal communication (phone and face to face), able to check understanding and tailor your style based on the situation and person.   + *Personable* – polite, cheerful and tactful able to build rapport and trust easily.   + *Diligent* – honour deadlines, keep promises and maintain standards to provide great customer service   + *Empathy* – caring, courteous, patient, good at dealing with problems. * IT confident and literate (outlook, word, excel, social media) being comfortable and quick to learn/adopt new technology * An eye for detail and accurate data entry * Good level of English (comprehension, reading and writing) * Good level of Numeracy (addition, subtraction, percentages)   **Your Talents & Motives**   * You’ll enjoy and be able to learn new things quickly. * Have a flexible approach to work; being willing to change priorities and help colleagues if needed, taking multi-tasking in your stride. * You’ll be confident to plan and work independently at times. * You’ll be a natural organiser; efficient and great at working to deadlines. |