

## Client Support – Administrative Assistant Job Description

### Food Alert Ltd

<b>Position:</b>	Administrative Assistant
<b>Reports to:</b>	Marketing and Projects Director
<b>Direct Reports to Role:</b>	n/a

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#### **Main Purpose:**

To provide daily administration and client support services to Food Alert Ltd, liaising with consultants, clients and head office team.

#### **Principle Tasks and Accountabilities:**

- Take incoming calls, deal with enquiries and divert to the relevant person/department
- Convert manuals to pdf, print and send to client
- Assist with training dept on a daily basis for admin duties
- Send welcome packs
- Office filing
- Sending required signage to clients
- Reassigning consultants to sites as required by Planning
- Scanning and saving documents
- Binding documents
- Stationery orders and management
- Dealing with photocopier issues, orders
- Order items for consultants
- Update CRM as required with updated details of clients
- Arrange couriers, all post in and outgoing, franking machine
- Co-ordinate birthday cards and gifts
- Meet and greet guests
- Keep admin updated – tel lists, birthday lists, meeting room bookings

#### **Main aims:**

- To work alongside the administrative assistant providing support to clients, consultants and head office staff, ensuring the Client Support Department works effectively every day.
- To ensure all manuals are dealt with efficiently and within deadline.
- Ensure that the training department are supported with daily administration.

**Success** – *how is the role measured?*

- Productivity – ensuring all work is completed correctly and within deadlines
- Customer service - Ensuring all clients are dealt with in the correct manner

**Qualities required to excel in the role**

**Knowledge** – *what do you need to know? What I know already or what I may need assistance with to do my role?*

- Experience and knowledge of Microsoft Office and relevant Food Alert software
- Knowledge of Food Alert and the systems in place
- The client base and ability to understand their requirements

**Skills** – *what do you need to do well?*

- Ability to see things through from start to end
- Organisational skills, time management skills
- Interpersonal skills, customer service skills
- Attention to detail
- Ability to manage projects and work alone
- Able to meet tight deadlines and work under pressure

**Attitude** – *what mind set do you need?*

- Positive, can-do attitude, always looking to the future and how to improve.
- Willing to accept a challenge and see it through using initiative and assertiveness
- Organised and good at multi-tasking
- Strong interpersonal skills