

- Job Title:** Client Services Support Administrator
- Reporting to:** Client Services Manager
- Salary:** Negotiable
- Hours:** 35+ hours per week: 7 hours per day Monday-Friday
- Location:** Homeworking. Applicant must have access to reliable broadband internet. Computing equipment and resources.

We are looking for a reliable Administrator that will undertake a variety of day-to-day administrative tasks to ensure the successful running of our online business.

The ideal candidate will have excellent communication skills, both written and verbal, and be highly competent in prioritising work. We are looking for someone with great attention to detail, who enjoys working collaboratively with others.

Key responsibilities & duties

- Provide support for B2B Fulfilment Clients, Own Brand Stores and Wholesale Clients
- Support the development of our client's product portfolio in line with business goals
- Monitor order flow and sales for these clients, and work to resolve any issues that may be impeding sales, independently and by liaising with the appropriate team
- Undertake new client take-on tasks as requested
- Issue and manage the sending and completion of key paperwork as requested
- Support Customer Services with helpdesk tickets from the client portfolio as requested
- Create and maintain financial and operations databases with financial and other data
- Submit timely reports and prepare presentations/proposals as assigned, for example:
 - (a) Invoicing & Invoice Reports
 - (b) Commission & Metric Reports
- Use business systems effectively to complete tasks in a timely manner
- Support the training and supervision of new staff members
- Assist Client Services Manager with departmental projects
- Assist Chief Financial Officer with financial tasks relating to client portfolio such as credit checking and debt collection as delegated

Requirements

- Proven experience as an administrator or other relevant role
- Outstanding communication and interpersonal abilities
- Excellent organisational skills and attention to detail
- Excellent knowledge of MS Office Suite
- Good knowledge of Google Drive, Google Sheets, Google Slides, Google Docs
- A working knowledge of Salesforce or similar CRM system would be helpful

Sept 2018