

Job Description

Job Title: Office Assistant

Reporting to: Office Manager

Skills:

- Excellent communication skills.
- Excellent written and spoken use of the English Language.
- Competency in the use of Microsoft Word, Excel and Outlook.
- To become competent with the use of Box Electronic Storage (full training will be provided).
- To become competent with the use of CRM – Customer Record Management system (full training will be provided).
- Must have a flexible approach to work and a 'can do' attitude.
- Must be able to work as part of a team.
- Attention to detail is paramount.

Responsibilities:

CORRESPONDENCE:

- Open and distribute incoming mail.
- Scan and electronically file documents accurately.
- Prepare and post packs for Case Manager.
- Send campaigns to specific audiences.
- Chase missing documentation using telephone and email correspondence.
- Prepare and despatch outgoing mail.
- Manual filing and archiving.

COMMUNICATON:

- To answer inbound calls.
- Promote and contribute to maintaining a positive communication channel between Case Managers and Office.
- To ensure that the company reputation is protected in all communications.
- Actively contribute to inter-departmental activities.

ADMINISTRATION:

- Maintain accurate time recording log for administration tasks.

- Update and maintain CRM.
- To respond to the need to provide support in whichever area workloads dictate.
- Maintain resource library.
- Maintain training and events folder.

EXPECTATIONS:

The above is an indication of the initial responsibilities but is by no means a complete list of expectations. It is expected that this role will develop over a period of time and, with adequate training, will evolve to incorporate a wide and varied cross-section of all those duties carried out by the team. A flexible approach to work is essential for this reason. The purpose of this role is to contribute to a seamless provision of service by the business and it is expected that the person in this role will become an instrumental member of the administration team.