

Job description and outline of role

Office Administrator

Purpose of the role

The Office Administrator will attend to the day-to-day customer-focused activities of the company and also work with a small team consisting of technical and administrative staff members. Duties include, but are not limited to, all activities associated with working in a small business including Office Management, Sales, Marketing and Purchasing.

Reporting to

Director/General Manager

Main Responsibilities

Office Management

- Maintaining office systems, consumables, stock, cleanliness, tidiness
- Preparing and issuing reports as required by the Directors
- Maintaining and ensuring adherence to the company business management systems; ensuring policies and procedures are maintained up to date and adhered to by all staff
- Ensure all telephone calls and emails are answered promptly

Purchasing

- Purchasing equipment associated with customer requirements, expediting and ensuring customers are kept fully informed.
- Purchasing relating to office consumables, marketing initiatives etc, and tracking and expediting purchases as appropriate.

Marketing

Company marketing activities, including:

- Social media creation, scheduling and posting
- Regular e-newsletter production and issue
- Other marketing activities as required

Sales

The company ethos is “Customer is King”, and you will be expected to lead by example in this regard. You will:

- Assisting customers ‘front of house’
- Preparing and issuing quotations and following-up diligently
- Build and Maintain relationships with clients – existing and new
- Maintain - and ensure staff maintain - the company CRM and operation systems
- Manage and ensure delivery of customer orders in accordance with agreed delivery dates
- Organise and assist in marketing activities as required
- Always go the extra mile for customers, and demonstrate the same to them.

**Key attributes for role**

- Great customer service skills and team spirit
- Excellent telephone manner
- Can-do mentality and friendly attitude
- Ability to learn quickly on the job
- Keenness to develop and grow with the company
- Embrace training based on skills and ability

Qualifications and experience

- Excellent English communication skills both written and verbal
- 3 years+ applicable work experience
- Office management experience
- Demonstrable customer facing experience
- Demonstrable e-marketing skills – MailChimp and social media
- Proficiency with MS Office applications
- Appropriate academic qualifications demonstrating excellent command of English; Associates Degree or similar
- Must be able to drive and have a valid BVI Driver's licence

Applications should be sent by email, including a covering letter and resume, to jane.metcalf@freshmango.com.