



## JOB DESCRIPTION

# ADMINISTRATION ASSISTANT

Motorcycling is a passion, an obsession. Mutt is a way of life, born in custom bike culture.

Bold originators with an authentic identity, and a style that invites riders to join our like-minded motorcycling culture family, created in Birmingham in the heart of the UK, the historic home of motorcycle manufacture.

Mutt bikes are a contemporary culture and heritage combined - a fresh, creative and personal take on a new blend of vintage and modern. We are focused on a niche and stay true to that niche. We create accessible machines built with cool credibility, designed for experienced or new riders alike.

We have an individual approach and a clear identity. We are focused on staying true to our custom culture history. We are pioneers, taking bike building from garages and yards into mainstream small-batch manufacture. Our bikes exude cool credibility yet are accessible to a wide range of customers.

At Mutt Motorcycles, our vision is to bring custom bike culture to all riders. Our mission is to be the world-leading aspirational small cc bike choice for both the new breed of rider and knowledgeable bike veterans.

To do this, we aim to keep crafting, evolving, challenging without compromise.

As the Mutt family continues to grow globally, we are looking for an Administration Assistant to support our administrative team.

## SUMMARY

As an Administration Assistant at Mutt Motorcycles, you will liaise with customers and suppliers, and provide administrative support to help ensure efficient operation of our office and administration requirements, including finance administration.

## KEY RESPONSIBILITIES

Our Administration Assistant key responsibilities are:

- To log all new vehicle sale warranties
- To generate and maintain vehicle records
- To complete/process purchase orders
- To generate and distribute sales invoices
- To deal with customer and supplier queries as and when needed, ensuring that any queries received are recorded and actioned or directed to appropriate Team Members
- To liaise with customers and suppliers on any administrative matters as required
- To process finance/credits for warranty labour
- To ensure documents required by distributors, customers or suppliers are dispatched when needed
- Complete general filing duties accurately and on-time
- Assist other Administration and Mutt team members when needed

## KEY SKILLS/EXPERIENCE

As Administration Assistant, you will need:

- Previous experience of working in an administrative role
- Experience of dealing with people in a customer facing environment
- Experience of working with financial transaction, with previous experience of working in a financial administration desirable
- A strong customer focus and customer service skills
- Excellent administration skills and attention to detail
- Excellent interpersonal and customer communication skills
- Excellent time management and organisational skills
- Professionalism and accountability
- Self-motivation, determination, adaptability and resilience
- An ability to work collaboratively with customers and team members
- Experience of using Microsoft Office & Google Suite tools/software
- To be an enthusiastic self-starter who is willing to learn, and is prepared to work on their own initiative

## QUALIFICATIONS

Educated to A-level or equivalent, or with relevant work experience

## BEHAVIOURS

As a team member at Mutt Motorcycles, the behaviours we expect are:

- That you will be open to change, and take responsibility for your skills
- That you will work with passion and purpose to achieve the Mutt vision and drive performance
- That you will be a good leader, take accountability and ownership of your actions, and act with integrity
- That you will support the Mutt team, be flexible and resilient and treat others with honesty and respect
- That you will aim for high performance and stretch yourself
- That you will work to spot new ideas and innovate
- That you will use common sense to do the right thing
- That you will consider and understand your impact on others
- That you will do what you say you will do
- That you will work in collaboration with the Mutt team

## ADDITIONAL INFORMATION

This role may involve limited travel between Mutt offices. As such, it is desirable that you have a full driving licence, preferably with your own transport, and are able to travel as needed.

Mutt Motorcycles is a growing, entrepreneurial business, with a tight-knit team ethos. Anybody who joins the team at Mutt may be expected to step outside of their regular work/duties to help with other tasks where needed.

### Geography

Based at our Shrawley Office in Worcestershire, with some travel required.

PREPARED: MAY 2020