

Administration Assistant (Part Time)

- Job Type: Part Time
- Location: Gloucester
- Initial Salary: £9.00 per hour (over 23)
- Initial Hours: 09:00 to 15:00 Monday to Friday (30 Hours)
- Start Date: ASAP

Due to recent changes following the Coronavirus pandemic, we require an Administration Assistant to join our sports related business based in Gloucester.

Do you have excellent administration skills coupled with a strong ability to communicate both verbally and in writing? We put the customer at the heart of everything we do, and this role is key to providing an outstanding level of service to our customers.

It is essential that you are able to actively participate in helping to create an environment of service and quality, giving our customers the best possible service experience.

The successful candidate will have

- Previous experience in an administration and / or Customer Service environment
- Strong communication skills both written and verbal plus a passion for providing excellent customer service
- Attention to detail is essential, as is the ability to deal with everyone in a professional manner.
- Ability to organise and prioritise own workload
- Ability to work flexibly in a fast paced, changing environment and as part of a team with limited supervision.
- A keen interest in sport is vital as you will be dealing with sports related items and queries on a daily basis.
- Cricket knowledge and / or experience would be a distinct advantage in order to provide a solid basis for product knowledge in our warehouse and to be able to offer guidance to our showroom customers.
- **Strong IT skills is Essential. Being able to demonstrate experience and skills in the use of Microsoft Applications (especially Outlook & Excel) will be vital**

Role:

- Printing, Processing & sorting incoming orders from our sales channels
- Preparing Supplier orders using online platforms
- First point of contact for telephone queries
- Responding to Customer Enquiries through our Customer Service Web Based tool & Social Media applications
- Liaise with colleagues and respond to email enquiries and quotation requests
- Manage and reply to emails from sales channel customers
- Provide data entry for various aspects as required
- Support the Ecommerce Function with some web-based activities.

Benefits

- Four Weeks Paid Holiday Plus Bank Holidays
- 1 x 20 Minute Paid Lunchbreak
- Access to Company Auto-Enrolment Pension Scheme
- Staff Discount

We are a small company and work closely with our colleagues. Therefore, the right candidate will need to fit into this team and have a similar flexible approach.

If interested please email office@martinberrillsports.com with your CV.