



Specialist Dealers in the Sale & Purchase of all Portable Buildings and Containers
Transport • Storage • Site Work • Refurbishment

Receptionist / General Administrator

Job Description

Job Title : Receptionist / General Administrator **Department :** Administration
Reporting Staff : None at present **Reports To :** Admin Supervisor

Overall Purpose:

You will be expected to carry out general administrative tasks in all areas of the company. Your role is key to maintain our excellent reputation as you will be the initial first point of contact either by telephone or in person to all potential and existing customers. Overall presentation of yourself and your work should be 100%, shirts and fleeces will be provided. You will work mainly under the instruction of Kaya Grenfell Admin Supervisor and to support Helen Reece Financial Director.

Main Responsibilities:

Telephone – Answering the telephone - dealing with the caller or transferring them to the right person. All calls must be recorded in the diary including time, who they would like to speak to, name of the caller, contact number and what the call is regarding. Always record all contact details clearly and accurately first time.

Sales – Being the initial contact to customers, establishing their requirements and recording details with contact information and transferring call. If Steve and Andrea are unavailable or out then direct them to the internet. Always record all contact details clearly and accurately first time. Creating collection and delivery notes, getting directions, moving keys and updating the unit status on the website.

Purchasing – Dealing with suppliers who have units for sale, asking them to e-mail pictures, unit details and contact information to be taken on the first call.

Customers – Directing customers to the meeting room on arrival and showing hospitality.

Cleaning – Every Tuesday clean office including sweeping the floor, polishing desks, getting all rubbish ready for collection and on the days customers are due in you may need to repeat.

Website – Ensure all stock is up to date and on the website. Updating information on units via the website interface, making changes to the text or layout when and if required to.

Stock – Making sure all stock systems are accurate and up to date. Doing a stock check every 6 months and resolving any stock discrepancies.

Units – Booking in units; taking pictures, giving them an ID number, producing layout drawings and recording details of the unit for the leaflet that is to be uploaded onto the website.

Purchase Orders - Creating official written purchase orders on Sage from written requests and send via fax or email. Maintaining the purchase order file, collating delivery notes and purchase orders. Notifying supplies of any late or short deliveries.



Company Registration No. 4641675
Registered Office: Ashwell Grange, Stroat, Chepstow, Monmouthshire NP16 7LS

Site Work – Creating relevant documentation for site work when requested to.

Sundry – Ensuring office refreshments (avoid running out) are in stock or on order with Helen.

Post - Dealing with outgoing post and paperwork, by scanning and emailing or using Smartstamp and recording information in the post book.

Appointments / Meetings and Events – Booking and arranging meetings / appointments both personal and work related. Organising days or evenings out for all the staff or for Steve Reece Managing Director and customers.



Company Registration No. 4641675
Registered Office: Ashwell Grange, Stroat, Chepstow, Monmouthshire NP16 7LS