

Vacancy

Office Administrator

Richard Green Ecology, Woodbury Salterton, Exeter, EX5 1EL

Full-time, Permanent

Starting Salary £18,000 - £21,000 a year

We are looking for an enthusiastic, highly organised, hands-on, 'self-starter' administrator to join our ecological consultancy at Woodbury Salterton just outside of Exeter.

Requirements

Main requirements of the role: Running the day-to-day administration of the office, including book-keeping, diary management, filing, customer contact, marketing and improving efficiency in such processes.

Main Duties

- Receiving and redirecting telephone calls as appropriate. Dealing with and resolving, as appropriate, general enquiries;
- Delivering impeccable customer service;
- Typing up correspondence including letters, faxes, minutes, memos;
- Diary management and coordinating office procedures;
- Proof-reading reports for spelling, formatting and grammar;
- Rapidly responding to and resolving any administrative problems;
- Following up on business communications, billing, and ordering. Invoicing, book-keeping and chasing outstanding invoices;
- Using spreadsheets to track projects, expenses, company spending and profit and loss accounts;
- Learn and be conversant with our company vision and available products/services;
- Building relationships with clients and educating them about what products/services are available and how to purchase them;
- Participating in office meetings and taking meeting minutes;
- Giving feedback on office efficiency and suggesting possible improvements; and
- Overseeing the development of marketing literature and campaigns; previous PR, marketing or sales experience desirable.

Essential skills

- Very well organised with the ability to prioritise work in an efficient manner;
- Ability to provide high-quality customer service;
- Very good level of numeracy and English literacy/articulation/pronunciation;
- Excellent professional communication skills both verbal and written;
- Ability to resolve and manage queries to closure;
- Ability to listen, anticipate and participate;
- Ability to work within a busy and demanding team environment;
- Able to work with minimum amount of supervision and on own initiative;

- Professional demeanour and outlook;
- Proficiency in Microsoft Office (particularly Word, Excel and Outlook);
- Experience in MS Access, PowerPoint and other software, e.g., database, desktop publishing an advantage;
- Excellent telephone manner and customer service;
- Ability to work quickly, accurately and to a deadline; and
- Dedicated and passionate about the work.

Benefits

- Casual dress
- On-site parking
- Company pension

Experience required

- Office administration: 1 year (Preferred)

Education

- A-Level or equivalent (Required)

Language

- English (Required)