

ADMINISTRATION ASSISTANT



Job Title: <i>Administration Assistant</i>	Location: <i>Rockford, IL</i>
Department: <i>DSE INC</i>	Contract: <i>Permanent</i>
Reports To: <i>Administration Manager</i>	Direct Reports: <i>None</i>

1.0 Job Summary & Role

Ensures proper flow of office procedures and supports the office directors by carrying out common office duties. Maintains a positive and friendly company image by acting as the first line of contact to visitors, customers, and vendors in person, online, and via telephone.

This position may have a primary focus on either the sales or stores coordinator duties.

2.0 Key Responsibilities & Main Duties

- manages correspondence by answering emails and sorting mail
- assists in planning and arranging events, including organizing catering
- manages reception area and looks after visitors
- answers phone calls and transfers them as necessary
- drafts, formats, and prints relevant documents
- maintains stock lists and orders office supplies as needed
- manages staff expense requests
- interacts with directors and carries out their requests
- creates agendas and takes meeting notes
- assists in purchase orders and invoicing
- manages outgoing post and records data on special deliveries
- arranges meetings by scheduling appropriate meeting times, booking rooms, and planning refreshments
- photocopies and files appropriate documents as needed
- attends workshops and conferences when requested
- may take care of website functions and social media profiles
- ensure housekeeping with reception area is maintained to a high standard
- provide assistance in other areas of the company as needed
- this position has no financial authority

Sales Coordinator

- process sales orders in an accurate and timely manner to meet deadlines, also coordinate payment terms and final shipping
- provide point of contact for sales inquiries, communicating all requests to the relevant BDM or distributor
- provide confident customer care
- respond promptly and efficiently to sales inquiries on a daily basis
- establish and maintain customer account details with all relevant and up to date information in the DSE operating system
- process credit card payments
- work as an effective team member liaising with all departments within DSE to ensure our customers are provided with high quality products delivered on time



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- issue return material authorizations working with the technical department for approval

Stores Coordinator

- responsible for the collating, packing, and dispatching of outgoing goods for both domestic and international destinations
- accurate preparation of export documentation ensuring compliance with statutory customs and excise procedures
- ensure goods in are received as ordered, recorded, and stored correctly and safely
- prepare accurate freight quotes
- receive incoming return material and prepare documentation for processing
- liaise with couriers and transport companies
- loading and unloading of vehicles
- ensure housekeeping within stores is maintained to a high standard

3.0 Internal & External Relationships

Office administration will liaise with all departments within the Company both domestically and internationally.

Office administration will communicate and interact with customers.

4.0 Key Performance Indicators

- Completing of all tasks following the Company's Standard Operating Procedures
- Performance against Sales targets
- Performance against Stores targets

5.0 Essential/Desirable Factors

Knowledge	
Essential: General office related tasks Microsoft Office	Desirable: Domestic & international shipping
Skills & Attributes	
Essential: Skills in a similar role Excellent communication skills Keyboard accuracy Ability to work under pressure to tight deadlines Positive attitude with flexibility to working outside of normal hours Excellent organizational skills Ability to take responsibility for own tasks while working as part of a team	Desirable: Confident IT skills
Experience	
Essential: Previous office environment or shipping/receiving work experience Microsoft Office Organize, prioritize and manage workload	Desirable: QuickBooks Material handling Shipping/receiving Stockroom
Qualifications	
Essential: High school diploma	Desirable:



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This information has been discussed and agreed with the employee:

Job Holder

Signature _____ Print Name _____ Date _____

Line Manager

Signature _____ Print Name _____ Date _____

Created by	Dated Created
Stacey Holder, Administration Manager	17-Feb-2021

