JOB DESCRIPTION
Administrative Assistant

INTRODUCTION

The fundamental requirements will be to effectively support the Business Development department; Head of Client Relations and PA to the Head of Client Relations with lead acquisition, administration and diary management; create new business opportunities and organising follow up appointments.

LOCATION
Fforestfach, Swansea

SALARY
Up to £20,000 per annum starting salary, dependent on experience.

DUTIES

- Outbound introductory calling to establish interest in Alpha's services.
- Acquiring and organising meetings for client follow up
- To assist within the department with everyday administrative tasks and client engagement
- Providing support to target new business engagement and arrange meetings
- Ensure orders received by the department are planned and scheduled correctly, meeting the expectations of the client and ensure that a high standard of service is maintained
- Develop an understanding of the needs of specific clients and deliver a high level of customer service in line with the HOCR's recommendations
- Have a passion and drive to help achieve departmental targets and be motivated to work as a team to attain department goals
- Be confident to express ideas and suggestions to create further opportunities
- Develop and lead a systems-driven culture within the department, using existing business systems to process and record key information.