

Job Description

Admin Support Advisor

Shifts between 8.00am-8.00pm Monday- Saturday on a rotational basis. Occasional Sundays and Bank Holidays.

Location: Home/Office	Department: Admin Support
Level: Team Member	Line Manager: Team Leader

Primary Purpose and Function

To provide a full administrative support service to all internal departments and to deliver non-negotiable customer service to all AX's partners and customers.

Key Accountabilities

- To undertake switchboard duties; receive incoming calls from AX's partners and customers and direct as required to internal colleagues, or take clear messages ensuring they are communicated appropriately.
- To prepare all outgoing post for dispatch, on time daily.
- To scan all incoming documentation onto the internal system and allocate to correct departments.
- To ensure filing and paperwork is dealt with and kept up to date.
- Other general administrative tasks to support internal departments.
- Observing and complying with GDPR.
- To achieve objectives and targets set.
- Carry out reasonable tasks as requested by your line Manager.

Personal Specifications

- Demonstrable experience within fast paced customer service role - ideally phone-based customer service environment preferred.
- Clear verbal communication skills
- Good written communication skills, capturing a clear logical summary of situations.
- The ability to prioritise, recognising importance and urgency and work to tight deadlines.
- Ability to work under pressure.
- Able to work on own initiative as well as support team and departmental goals and objectives.
- Competent with using (MS Office) and inhouse systems.
- Excellent Customer Service ethos including empathy skills.
- Demonstrate behaviour in line with Company values; Inspired to Innovate, Always Respectful, Fully Accountable, Delivering Delight.