



# ROMERILS

## JOB DESCRIPTION TRAINEE ADMINISTRATOR

### Our Vision

We are a vibrant retail market leader delivering the best, enjoyable shopping experience to inspire homeowners, while giving outstanding service. We know and engage with our customers, which gives us knowledge on delivering what they want.

'Best of the Best' in customer service is at the heart of all we do.

### Our People

To be able to deliver our vision, we need self-motivated, passionate people who can offer quality customer service whilst performing with honesty and integrity. We provide a friendly, enjoyable and supportive work environment.

### The Department

The Administration Department provides a full support service to the company.

### The Role

The purpose of the role is to provide support to our Sales Departments, managing product records through their lifecycle. The role will involve general administrative support including pricing products and order, in addition providing reception cover as required. The role will also include giving assistance to customers, sales staff and management.

### The main responsibilities of the role are:

- Customer services
- Pricing products and orders
- Product Maintenance

### Reporting Lines

Reports to the Manager of the Department or in their absence, to the Administration Director.

### Standards

- ✓ Every employee is expected to be honest and trustworthy in their dealings with customers, colleagues and the company.
- ✓ Nothing less than excellent customer service is acceptable with both external and internal customers
- ✓ A high standard of confidentiality is required with our working practices and operating systems
- ✓ All staff are expected to work as part of the team
- ✓ All staff are expected to work efficiently and accurately
- ✓ All Standard Operating Procedures (SOPs) must be followed at all times

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## PERSON SPECIFICATION

### Knowledge of:

Administration tasks in a commercial industry

### Skills required:

- Relevant knowledge and understanding in a similar role
- A strong customer service focus, and the ability to build effective working relationships with colleagues and external stakeholders/suppliers
- The ability to work effectively in a team environment
- To be able to prioritize work and to meet deadlines
- High attention to detail and a methodical approach to processing tasks
- Sound working knowledge of Windows based software packages, including word processing, spreadsheets, databases, electronic mail, and the internet

### Attributes

Professional

Flexible

Reliable

Logical

Attention to detail

Organized

Common sense

Calm under pressure

Meets deadlines

## PRINCIPLE DUTIES

1. Packaging month-end invoices and statements
2. Monitoring, pricing and checking exceptional sales transactions against customer quotations and agreed preferential terms
3. Investigating, responding to and liaising with management and staff regarding price enquiries
4. Implementing supplier price increases
5. Assisting Finance Hub administrators when necessary
6. Provides reception / switchboard cover when necessary
7. Logging Stock Receipts
8. Preparing Quotations
9. ERP database maintenance
10. Loading new products
11. Investigating supplier invoice price discrepancies before applying any appropriate updates to system
12. Maintaining Supplier information on both automated and paper databases including trading terms, discounts etc
13. Setting up and maintaining customer terms
14. Preparing and sending customer price lists
15. Pricing purchase orders, order acknowledgements, scanning and logging

### Changes

Because of the diversity of our business, this job description will inevitably change. There will be the need, from time to time, to undertake other activities that fall within the capabilities of the role holder, as directed by management.