



R O M E R I L S

JOB DESCRIPTION

ADMINISTRATION ASSISTANT- Till Receipts Control

Administration

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 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 perform daily cash till reconciliations for all trading departments. Provide support for our administration section whilst in the process of system implementation. The role will involve general administrative support including pricing and providing reception cover as required.

The main responsibilities of the role are:

- Providing support to all administration staff
- General administration duties
- Providing regular switchboard/reception cover

Reporting Lines

Reports to the Assistant Admin Manager or in their absence, to the Administration Manager

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

PERSON SPECIFICATION

Knowledge of:

Microsoft Office packages

Skills required:

Effective communication	Effective reading & writing	Team working
Problem solving	Accurate	Numerate

Personal qualities

Trustworthy	Reliable	Honest
Professional	Flexible	Discretion

PRINCIPLE DUTIES

1. Performing daily cash till reconciliations for all trading departments
2. Posting adjustments and corrective entries as required
3. Investigating errors and anomalies and resolving with relevant salespeople and management
4. Maintaining a record of all errors and differences for future reference and internal audit purposes
5. Providing occasional switchboard/reception cover
6. Assisting with the compilation of customer account statements and outgoing mail
7. Ad hoc logging and inputting of purchase ledger invoices
8. Product, Supplier and Customer database record maintenance and general data entry
9. Processing customer credits
10. Any other duties as may be reasonably be expected

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.