

## Job Description

**Title:** Receptionist

**Purpose:** Provide a high quality, professional customers service ensuring a good first impression for all initial contacts

**Line Management:** Commercial Director

**Job Scope:** All duties required on reception which include answering the phone, meeting and greeting visitors and administrative duties as required

### **Responsibilities:**

#### **1. Increased turnover growth of the business**

- Prepare samples for despatch and update CRM
- Manage online shop, process orders and update stock daily
- Process orders from visiting customers as required
- Ensure all work instructions, processes and quality standards are met in line with ISO requirements
- Effective and friendly liaison with internal and external customers

#### **2. Improved net profit by operating efficiently**

- Accurate and timely updating of CRM system with new enquiries and distribute to the sales team as required
- Update CRM records as required by different departments
- Accurate maintenance of order spreadsheet
- Process all customer paperwork and payments as required
- Organise staff travel as required
- Order office consumables as required
- Be proactive and assist in the constant improvement of the Administration and Finance Department.

#### **3. A knowledgeable, skilled and capable team**

- Keep system knowledge up to date and take part in training as required
- Effective team working
- Ensure Company Health & Safety Policy is adhered to at all times. Awareness of your own Health & Safety along with that of your colleagues with a responsibility to report any H&S issues that arise
- Giving and receiving feedback to support continuous improvement within the department
- Ensure good timekeeping and attendance