



## JOB DESCRIPTION

Name:

Position: **Administration Assistant – Customer Contracts Handler (SMT)**

Reports to: Office Manager.

Line Manager to: none

Salary Band: £17k to £20k

This is a 4 month temporary post.

### **ROLE**

- To receive customer contracts and locate missing information and discrepancies in the information given.
- To investigate and correct any errors.
- To update the appropriate records and complete all necessary filing and logging to ensure systems are up to date.

### **RESPONSIBILITIES**

- Adhere to the contract processes and systems, ensuring our record-keeping and data management are company standard and completed within a timely manner.
- Take receipt of customer contracts from the inbox, pigeon holes and post at specified times and log them for processing.
- Identify any missing information and discrepancies in the contracts, and resolve any discrepancies before processing these throughout the customer billing cycle.
- Work through the processing of customer contracts and resolving issues as they arise
- Work closely with the Administration, Finance & customer Connections Managers with administrative requirements, for data entry and updates.
- Maintain and update customer (CRM) records as necessary.
- Build and maintain relationships with internal and external colleagues.
- Provide admin support to other departments during busy periods and provide cover during holidays.
- Any other duties as may be required, consistent with the position.

### **REQUIREMENTS**

- Good computer literacy skills, including the standard Office programmes, as well as database/file inputting.
- Possess a high level of attention to detail with accuracy.
- Possess good organisational skills with the ability to work effectively as part of a team.
- Enjoy spotting and resolving problems & piecing together different sources of information.
- Excellent verbal and written communications skills.
- Excellent customer service skills.
- Ability to multi-task and deal with busy work environment.
- Proven track record in administration and a minimum of 2 years' experience.
- Be professional, enthusiastic & responsive in nature.
- Be reliable, punctual and confidential.