

Vacancy: Secretary
Company: Highland Office Equipment

Location: Inverness
Position: immediate; full time, permanent

The position

We have a new full time, permanent vacancy for a secretary to provide a high level of proactive support to the Sales Director and the Service Director, with the aim of freeing up their time from all day to day administration.

This is a newly created role and your opportunity to be part of a great team of people working for a company that is both long established and progressive, while using your expertise to help us in all aspects of support for the office.

The Company

Highland Office Equipment is part of Capital Document Solutions, Scotland's largest independent supplier of copier/printer/scanner devices and document management solutions. We are also stationery and furniture suppliers and our furniture products are showcased throughout our newly refurbished showroom and office.

We have been established for over 36 years and are recognized as the market leader in office equipment and services for the Highlands, Islands and Moray area. Our reputation in the industry is second to none, and has been achieved and maintained by our highly trained, staff who are employed locally to best serve our clients' growing requirements. We are a local and nationally approved supplier through the Scottish Government's National Framework Agreement for Office Equipment. We install and maintain world class office equipment manufactured by Ricoh, Konica Minolta and HP. Our parent company, Capital Document Solution, has a total of 210 employees working from our Inverness, Edinburgh, Glasgow, Aberdeen, Dundee and Shetland branches.

Main duties and key skills

Your main secretarial duties will include compiling sales proposals and tender responses, undertaking regular client reviews by liaising and gathering information from other areas of our business, reporting on monthly sales figures and service output, and contacting clients and prospective clients to maintain the sales CRM system. Client tenders can be complex and demand advanced formatting, a confident command of English, an eye for layout and attention to detail. Sales reports and client reviews also require advanced Excel skills.

There are two important parts to the role over and above secretarial support. The first will be to take responsibility for entering and maintaining accurate client information into the Sales Database on behalf of the Inverness sales team. The second will be to provide back up support to the call planners in the service team to receive incoming client calls at specified times during the week. You will also help out with any general administration and reception cover required.

In summary, we are looking for a reliable, cheerful team player with an advanced and ever improving level of Microsoft office skills who is also very organised and proactive in seeking out tasks to aid the directors in the overall smooth running of the office. A willing and positive attitude is as important as your abilities. Our reputation is built on excellent customer service and "can do" should be a natural part of your make-up, whether you are engaging with clients, suppliers or colleagues.

Support

You will have access to the rest of the PA/ secretarial team based in our other branches for support and general guidance in the standardisation and quality control of documents and tender procedures. You will be expected to seek out and learn the latest ways to provide the most professional secretarial support to your directors as technology progresses.

Hours

Your main hours of work will be Monday to Friday 8.30 to 5pm, but some flexibility may be required according to workload deadlines on a given day.

Benefits

- ❖ Salary dependent on skills and experience
- ❖ Auto enrolment into the company pension scheme after 3 months
- ❖ 3% personal pension contribution matched by 3% company contribution
- ❖ 23 days annual holiday plus 8 public days, with an extra 2 days after 2 years' service
- ❖ Staff Parking
- ❖ First Aid Training