

Job Description: Branch Office Administrator/ Offshore Planner

Location: Aberdeen Branch

Position: Maternity leave cover from 6 March 2017

Hours: Full-time: Mon-Fri 8.30am-5pm

Company: Capital Document Solutions Limited

Type of Business: Office Equipment/ Document Management

The Position

Our Aberdeen Service Administrator is going on maternity leave from the end of March and we are looking for the right person to provide essential cover while she is away following at least a 2 week handover.

We are looking for an organised, customer friendly administrator to provide accurate and timely offshore coordination and communication. You will be tasked with organising stock for sea and airfreight and booking travel for our engineers. Working with our call planner, you will also take customer calls for toners and consumables and enter any customer requests for service into our database. As one of our first points of contact in the branch for telephone callers or visitors to the branch you must have a naturally helpful nature, with an excellent telephone manner.

Reporting to the Aberdeen Service Director, other regular duties will include compiling service reports, updating the building maintenance records, scheduling contractors for essential work, and keeping health and safety records. You may also be asked to man our reception desk from time to time, for instance, when client visits and demonstrations are planned and, time permitting, you will have the Microsoft skills to carry out these tasks and provide general administration support for the branch service director and the service department as a whole.

To be proficient in the role you must be an organised, confident, accurate communicator who is able to prioritise and deal with several tasks at once. You will be a competent Microsoft Office and Outlook user, confident in Word and Excel and someone who is able to continually improve your knowledge of these applications. You will have fast, accurate inputting skills.

Your main hours of work will be Monday to Friday 8.30am to 5pm, but as always in a smaller office, some flexibility may be required very occasionally according to the workload, attendance and activity on a given day. As one of the mainstays in the office while our engineers and sales executives are in the field, we will put you through a first aid course.

In summary, we are looking for a reliable, cheerful team player who is also organised and proactive in seeking out tasks to aid the overall smooth running of the branch. 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, colleagues or the general public.

Key Requirements:

- ❖ Excellent customer friendly service, internally and externally
- ❖ Helpful, efficient communicator, confident when speaking to clients and suppliers
- ❖ Proficient, up- to-date Microsoft Office Skills in Word and Excel
- ❖ Organised, able to prioritise
- ❖ Accurate typing and inputting

- ❖ Taking responsibility for seeing a task through
- ❖ Willingness to seek out work to help others; proactive

Main Duties

- ❖ Offshore communication and coordination as detailed above
- ❖ Handling consumable requests and customer service calls
- ❖ Inputting client and service information into our database
- ❖ General administration for service department
- ❖ Outlook diary management
- ❖ Updating essential building maintenance records
- ❖ Proactive scheduling of essential maintenance work with contractors
- ❖ Compiling Service Reports using Word and Excel
- ❖ Handling mail for the Company

Additional/ Occasional Duties

(When main duties permit and in discussion with branch service director)

- ❖ Sending out mailshots
- ❖ Current and prospective clients contacted by phone to update their details as required
- ❖ Helping in the organisation of client events and preparation for client demonstrations
- ❖ Reception

Benefits

- ❖ Salary dependent on skills and experience
- ❖ Staff Parking
- ❖ Auto enrolment into the company pension scheme: 3% personal and 3% company contribution after 3 months
- ❖ 23 days annual holiday and 8 public days, with an extra 2 days after 2 years' service
- ❖ ISO 9001 (Quality) and ISO 14001(Environment) accredited Company
- ❖ Advanced D/PAL registration
- ❖ First Aid Training

The Company

Capital Document Solutions is Scotland's largest independent supplier of office equipment - and document solutions, with over 200 employees working out of Edinburgh, Glasgow, Aberdeen, Dundee, Inverness and Shetland. We provide print and document solutions tailored to specific business needs to a large customer base, with offices and premises throughout Scotland. As the major Scottish dealer for market leaders Ricoh, Konica Minolta and HP, we work closely with our customers to achieve significant reductions in their operating costs through our managed print services and at the same time, help them to reduce their carbon footprint. We are a leader in our field and also one of only 6 approved Scottish Procurement public sector suppliers. Our reputation in the industry is second to none and has been established over the years by our highly trained staff. Capital has grown significantly since being established in 1979 and acquired Highland Office Equipment in 2013.

Our vision statement is **to continuously strengthen our business and to be proud of all that we are and do**. The right company culture and values are very important to us and we believe that if we grow our people, we will grow our business.

Company culture – living our values

Attitude is as important as the skills that you bring to this role. We aim to grow our business through growing our people. Our vision statement is: to continuously

strengthen our business and be proud of all that we are and do. To be successful in this role we expect you to demonstrate personal values that match our company values as follows:

- **Integrity** - in my dealings with colleagues, clients, suppliers, contractors, and the general public – I am trustworthy and act with transparency; I am honest and allow people to question or challenge without fear; I am professional by becoming expert in my field
- **Responsibility** – I accept personal responsibility in all business dealings and decision making; I lead by example; I am accountable and take ownership – “it’s up to me”; I have a “can do “ approach; I bring solutions not problems
- **Care** – I am supportive and respect colleagues and customers alike; I treat others as I would like to be treated; I pay attention to detail and take pride in my work and workplace; I aim for quality and excellence in what I do
- **Openness**– I am open to learning and taking on new processes, I am open to change and I am open to others’ views; I am committed to developing and sharing knowledge and experience; I am a team player.

Please send your CV and a covering email to telling us why you are applying and what you would bring to the role to: Sarah Shewan, HR Adviser, sshewan@capital-solutions.co.uk