

Office Support Assistants - Edinburgh

Two part-time positions of 22.5 hours per week each

- Post 1: 08.30am – 1.00pm Monday to Friday (4.5 hours per day)
- Post 2: 12.30pm – 5.00pm Monday to Friday (4.5 hours per day)

We may consider other options regarding working hours, as long as our opening hours are met.

Capital Document Solutions are looking for two proactive Office Support Assistants, with great Microsoft Office skills, attention to detail and a can-do attitude. The role is to provide a high level of support to our Sales and Marketing Teams, while managing our front desk and greeting visitors and callers to our office. You will be based at our Edinburgh Head Office McDonald Road, just off Leith Walk.

You will be the type of person for whom no task is too great or small in the name of customer service whether for clients or colleagues, either in person or on the phone. This includes picking up any additional general administration tasks that might crop up to help promote the smooth running of the office.

As a first point of contact for clients, contractors and visitors, you must have a smart, professional appearance at all times, in-keeping with the business culture of the company. Our switchboard duties are light, and so the larger part of your role will be to carry out sales support, reporting to the Executive Assistant to the Sales Director.

You must be a confident and competent user of Excel, Word, Outlook and PowerPoint. These are essential skills to be able to undertake client reviews and produce professional correspondence including sales proposals, while sharing tasks and best practice with the rest of the Sales Support team. You will also need an accurate typing speed of 50 words per minute to cope efficiently with the demands of the role. Familiarity with SharePoint would be an advantage.

As a job-share, ideally you will be able to cover each other's holidays throughout the year, with any additional cover at lunch time provided by the Sales Support team.

This is an ideal role for team players with a great work ethic, who are confident and efficient in their administration skills and who have naturally helpful, client-focused dispositions.

Sales Support tasks

- Client reviews which entail collating usage and service reports in Excel, identifying anomalies, and presenting the information in various formats
- Sales team proposals, correspondence and general secretarial duties
- Accurate client database input
- Sales diary entries and management
- Contacting current / prospective clients by phone to update their details as required
- Creating labels, sending out marketing mailshots, using mail merge
- Co-ordinating company client events in conjunction with marketing
- Being the central point of contact for RSVPs, creating name badges
- Helping in the organisation of client events and preparation for client demonstrations
- Travel and accommodation booking through third party sites
- Identifying new business opportunities by reviewing media outlets

Front desk and general administration tasks

- Greeting clients, contractors, suppliers, visitors, callers and attending to them efficiently
- Answering all incoming calls to the front desk
- Setting up greetings, as appropriate, for visitors on our front desk smart TV
- Classifying, date stamping and distributing post
- Booking meeting rooms
- Scheduling client, internal meeting or training lunches
- Keeping showroom brochure supplies topped up in conjunction with Marketing
- Ensuring the main entrance, front desk and showroom areas are kept tidy
- Accurately completing the daily Sales & Administration Attendance Register
- Scheduling regular contractor service calls for Facilities
- Updating the building maintenance records, once contractors have attended
- Ensuring kitchen supplies are bought in and kept fully stocked

Main personal skills and attributes

- Organised, friendly, confident communicators
- Polite and diplomatic
- Able to prioritise and deal efficiently with several tasks at once (secretarial, calls and visitors at the same time)
- Intermediate to advanced Microsoft Office users
- The ability and desire to continually improve and grow your knowledge of these applications
- The ability to touch type accurately at a minimum of 50 WPM
- Able to demonstrate excellent customer friendly service, both internally and externally
- Willingness to seek out work to help others; proactive

Benefits / conditions

- Pro rata of 25 days' annual holiday plus eight public days, with an extra three days after two years' service and a further two days after five years' service
- Auto enrolment into the company pension scheme after three months
- Company pension contribution of 3%; personal pension contribution 3%
- Employee Assistance Programme
- Staff parking
- ISO 9001 (Quality) and ISO 14001(Environment), ISO 27001 (Security) and Cyber Essentials accredited Company

The company

Capital Document Solutions is Scotland's largest independent supplier of digital 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 the world's market leaders: Ricoh (No1); Canon (No2); Konica Minolta (No3); and HP, we work closely with our customers to achieve significant savings in their operating costs through our managed print services and document solutions, while at the same time, helping them to reduce their carbon footprint.

We are a leader in our field and one of only eight 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.

Company culture

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.

Please send your CV, with a covering letter detailing your interest, to: Sarah Shewan at sshewan@capital-solutions.co.uk