

# JOB DESCRIPTION

<b>Job Title:</b>	<b>Receptionist / Administrator</b>	
<b>Reports To:</b>	Group HR Manager	
<b>Direct Reports:</b>	None	
<b>Job Purpose</b>		
<ul style="list-style-type: none"> <li>To provide an efficient communication route from customer (External and Internal) to applicable department.</li> <li>To provide a high level of administration and customer service to ensure company objectives are met.</li> <li>To be proactive and confident and able to identify fully with customers' requirements.</li> <li>To ensure maximum customer care at all times through utilisation of best communication skills.</li> </ul>		
<b>Specific Responsibilities</b>		
<ul style="list-style-type: none"> <li>Receive and handle all telephone calls as necessary, directing them to the appropriate contact.</li> <li>Provide knowledge to customers and ensure the visitor induction procedure is followed.</li> <li>Open and distribute Mail.</li> <li>General Administrative duties, mail, photocopying, filing all departments (List not exhaustive).</li> <li>Assess all incoming general e-mail enquiries and resolve if appropriate or distribute to relevant area as necessary.</li> <li>Daily update Credit Safe system.</li> <li>Regularly update Staff Training Records. (Scan Certificates etc.)</li> <li>Support all departments administrative requirements as necessary.</li> <li>To have a basic understanding of our standard product range, market sectors and customers.</li> <li>To undertake any appointment or duties the Company considers appropriate to your abilities.</li> <li>Comply with the Health &amp; Safety requirements of the Company and those of any sites attended.</li> </ul>		
<b>General Responsibilities</b>		
<ul style="list-style-type: none"> <li>To raise and resolve any internal queries with relevant departments.</li> <li>To maintain good housekeeping standards.</li> <li>To continually strive to improve the departmental process.</li> <li>Abide by Morgan Marine Rules, regulations and policies.</li> <li>Provide other personnel with assistance on specialist knowledge/expertise.</li> <li>Comply with the Health &amp; Safety requirements of the Company.</li> <li>To carry out other reasonable duties commensurate with your qualifications and/or experience as instructed by your Manager.</li> </ul>		
<b>KPI Areas/Measures of Performance</b>		
<ul style="list-style-type: none"> <li>Deliver a high level of customer service (internal and external).</li> <li>Deliver a high level of Professionalism at all times.</li> <li>Prioritise Workloads.</li> </ul>		
<b>Experience &amp; qualifications required</b>		
<ul style="list-style-type: none"> <li>Experience of IT and Microsoft packages.</li> <li>Numeracy and Literacy competencies.</li> <li>Excellent Organisational skills.</li> <li>Confident Verbal/Written communication skills.</li> </ul>		
<b>Key Competencies</b>		<b>Job Grade</b>
Communication External & Internal		1
Customer Service		1
Planning and organising		1
Flexibility & Change		1
Teamwork		1
Developing self		1
Accuracy of work output		1

I acknowledge that I have read the above role profile and understand that I am required to carry out the duties listed.

Signed:

Print Name:

Date: