



and



Office based in Malvern

Job Description: Business Administrator / Order Processor
Hours of Work: 42.5 hours per week with half hour lunch. Hours 8am start – 5pm finish.
Business Type: All aspects of Glass & Glazing trade, window installation.

Job Summary:

Taking incoming calls over the telephone from customers and inputting glass and window orders onto the system, purchasing goods from suppliers, general customer support and sales order processing. Bright outgoing telephone manner, build relationships over the phone with your client base:

- Dealing with all incoming orders, inputting order details onto the bespoke system;
- Scheduling installations with customers and organising installation teams on each job;
- Booking in installation dates with customers;
- Raising delivery notes, order acknowledgements and works productions;
- Dealing with queries and offering some technical advice;
- Checking that orders are correct and reconciling orders with quotations where applicable;
- Identifying any extra overs and raising site extra applications where required;
- Contacting customers if there are any problems with orders;
- Assisting other departments with admin duties where required;
- Answering incoming phone calls;
- Raising purchase orders and arranging delivery schedules;
- Organising and filing all supporting documentation and correspondence;
- Liaising with staff and external organisations as required.

Personal Qualities:

Full time position for a busy office in Malvern.

This is an ideal opportunity for the right person who must be fully experienced in Microsoft Outlook and able to learn new programs quickly, some flexibility is required due to the varied nature of the business.

The role calls for an enthusiastic person:

- With experience in Order Processing who can achieve results and ensure that glass and other materials are ordered correctly and in plenty of time;
- Must have the ability to learn and retain new information quickly;
- Must be honest, organised, conscientious, reliable and hardworking;
- Good telephone skills.

If you require any further information or a company profile, please log on to our website – <http://www.amb-glass.co.uk> or alternatively call on 01684 892350 and we will do our best to help you.

Disclaimer – The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

Unit 7A, Spring Lane North, Malvern WR14 1 BU
Tel: 01684 892350 Fax: 01684 569358 Email: info@amb-glass.co.uk
www.amb-glass.co.uk