

## **Office Administrator (HR248)**

**Full Time (40 hours per week)**

**8:30am – 5:00pm Monday to Friday**

**(Every other Saturday, 8:00am – approx. 2:30pm  
on a rota basis with a day off in the week when worked)**

**Permanent Role**

**£8.77 per hour**

Are you looking for a new challenge?

Cotteswold Dairy, a long standing family business with over 80 years' successful history, is looking for a reliable and enthusiastic individual to join the Sales team based at the Tewkesbury Depot, who will actively participate in achieving departmental and Company goals and objectives as well as being keen on their own personal development within the Company.

You will enjoy building a rapport with customers, have a keen eye for detail, with the ability to work with a high level of accuracy in a fast paced environment.

Day to day, your role will involve:

- Delivering excellent customer service, dealing with queries and complaints calmly and efficiently
- The day-to-day processing of sales orders received via emails, faxes and phone calls
- Checking all orders have been correctly inputted onto the computer system
- Liaising with customers/depot staff regarding customer orders and delivery issues

Your positive attitude, organisational skills and adaptability will be essential as you fulfil this important role within the team.

We are committed to training and giving you the skills and abilities to carry out your role, providing progression and opportunities, allowing you to build a long term relationship with the Company. In addition to this, we offer:

- Competitive salary
- 30 days holiday inclusive of Bank Holidays
- Group Personal Pension Scheme – 4% Employer contribution
- Online employee benefits platform
- Cycle to Work Scheme
- Refer a Friend Scheme – potentially receive £250
- Employee shop – discounted products and potential free delivery
- Free car parking

For an informal discussion about the role, please contact the Sales and Customer Service Manager on 01684 298959.

To download your copy of the accompanying Job Description, and to apply please visit [www.cotteswold-dairy.co.uk](http://www.cotteswold-dairy.co.uk), or email [hr@cotteswold-dairy.co.uk](mailto:hr@cotteswold-dairy.co.uk) to find out more.

**CLOSING DATE: 24th March 2019**



<b>Job Title:</b>	Office Administrator
<b>Department:</b>	Office
<b>Base Location:</b>	Tewkesbury
<b>Hours:</b>	40 hours per week - Monday to Friday (08:30 – 17:00) Every other Saturday on a rota basis (08:00 – 14:30). When a Saturday is worked, a day off mid-week is given) Bank Holidays will also need to be worked on a rota basis.
<b>Relationships:</b>	Customers and Internal Departments
<b>Responsible to:</b>	Sales and Customer Service Manager
<b>Responsible for:</b>	None

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## JOB DESCRIPTION

Established in 1938, Cotteswold Dairy is one of the UK's leading independent, family-owned dairies. We support local farmers and communities by delivering the freshest, finest quality products and first class customer service.

### Team Cotteswold:

At Cotteswold Dairy we recognise that we will achieve far greater success working as a team, with empathetic people management and valuing each other, our staff and our customers.

The aim of 'Team Cotteswold' is to give a disciplined and determined effort to value everyone and everything and as a consequence make the Company the first preference for employees and customers alike over the long term.

### The Team Cotteswold Vision:

A well-managed business, with controlled profitable growth, that has an excellent reputation and is recognised as a place of opportunity where people are motivated to work.

### Overview:

Delivering excellent customer service, this dynamic role involves dealing with a large number of incoming calls and emails from customers to take sales orders and input these into the computer system for processing.

### Main Duties & Responsibilities:

- The day-to-day processing of sales orders received via emails, faxes and phone calls
- Checking all orders have been correctly inputted onto the computer system
- Liaising with customers/depot staff regarding customer orders and delivery issues
- Liaise with stock control
- Answer general enquiry calls as required
- Occasional cover for the Reception area
- Involvement in ad-hoc projects
- Organising run-outs as required
- Investigate customer credit on their account and action these as appropriate
- Contribute to a positive office environment

# Cotteswold Dairy

- Working to daily and weekly deadlines, to ensure distribution at the correct times
- Assist in ensuring the correct distribution of invoices
- Any other duties as required by the Directors.

## **Skills (Essential):**

- Experience of delivering excellent customer service and ensuring queries or complaints are handled in a timely manner
- An understanding of the importance of exceeding expectations, and a desire to deliver excellence in all service areas
- An exceptional telephone manner
- Strong organisational skills with the ability to prioritise and work to deadlines
- Professional and clear communications skills, both verbal and written
- Ability to adapt positively and assist with new processes and procedures
- A 'can do' attitude with a commitment to seeing tasks through to completion
- Ability to work as part of a team and be able to multi task
- Strong interpersonal skills
- Ability to work to tight deadlines
- The ability to use initiative and remain calm under pressure
- Ability to think creatively in order to improve the customer experience
- Accurate data inputting skills and attention to detail
- Strong IT skills including MS Word, Excel and Outlook

## **Skills (Desirable):**

- Previous experience using the OPAL system
- Experience in a Sales environment