

Position Description

POSITION	Administration Coordinator
REMUNERATION	Negotiated
LOCATION	Mount Isa
HOURS	Full time – 38 Hours
SUPERVISOR	Accounts Manager

Purpose

The Administration Coordinator is responsible for providing comprehensive and quality administration of Alliance Safety Equipment.

Key Outcomes

- Ensure effective, efficient and optimal delivery of Alliance Safety Equipment’s administrative services
- Provide frontline reception and telephone services
- Support Sales staff to deliver optimal sales services
- Contribute to the maintenance of effective administration systems
- Ensure effective utilisation of resources for service delivery
- Ensure positive customer outcomes and satisfaction
- Contribute to an effective team

Key Relationships

WITHIN THE COMPANY	EXTERNAL TO THE COMPANY
Director	Suppliers & Manufacturers
Accounts Manager	Customers
Business Manager	Company Partners
Sales Team	
Administration Team	
All staff	

Key Accountabilities

<p>Provide frontline reception and telephone services</p>	<ul style="list-style-type: none"> • Respond to reception enquiries • Respond to telephone enquiries • Maintain the brochures and stock located in the showroom area • Maintain the showroom area as a neat, tidy and welcoming environment
<p>Deliver optimal customer services</p>	<ul style="list-style-type: none"> • Provide day to day service delivery across a range of administrative customer service functions • Review, action and respond to admin emails • Coordinate freight pickup and delivery including reconciling received stock with orders • Coordinate service jobs including quoting, creating service tickets, follow up on progress, contacting customer when complete and finalising service documentation • Manage showroom stock including ordering, receipting of stock, pricing and restocking
<p>Maintain effective administrative systems</p>	<ul style="list-style-type: none"> • Complete data entry into company systems to maintain accurate records • Manage and prioritise tasks to meet competing demands • Identify process and practice improvement opportunities within the administrative area • Undertake any reporting requirements, as requested, in a timely and professional manner
<p>Strengthen linkages</p>	<ul style="list-style-type: none"> • Contribute to positive relationships with suppliers to address customer outcomes • Ensure effective communication is maintained with customers • Promote Alliance Safety Equipment as a responsible and ethical service provider
<p>Contribute to an effective team</p>	<ul style="list-style-type: none"> • Make a positive contribution to a sustainable, productive and supportive team environment, working co-operatively with the Branch Manager, Business Manager, Accounts Manager, Sales Team, Service Team and other staff • Participate, contribute and organise company initiatives and events • Contribute actively to the continuous improvement of the company's services, systems and resources • Participate in identification of training and development needs • Participate in annual performance appraisal process • Adhere to health and safety obligations • Work cohesively with other team members, referring work to colleagues as appropriate • Maintain professional standards of the highest level at all times and contribute to enhancing the quality of service and products provided by the wider Alliance Safety Equipment team Conduct duties with a high level of professionalism and ethical behaviour

Delegated Responsibilities & Authorities

Financial and other delegations assigned by the Director will be exercised appropriately and within defined parameters.

Skills, Knowledge, Experience, Qualifications and/or Training

- General administration skills
- Experience working in a customer service environment
- Experience or willingness to learn relevant policies, procedures and legislation
- Well developed knowledge or the ability to acquire knowledge of the safety sales and service industry
- Excellent communication and interpersonal skills
- Demonstrated capacity to work effectively within a team based structure
- Ability to self-manage and work with minimal supervision
- Ability to adapt readily and rapidly to change

Mandatory requirements

- Commitment to the values, objectives and long term goals of Alliance Safety Equipment
- Must hold a current Driver's license
- Ability to obtain a Forklift license