

Rectron Job Specification



Business Administration Assistant

Job Title: Business Administration Assistant
Reports to: Branch Manager

Department: Sales
Branch: Bloemfontein

Job Purpose

The main purpose of this job is to perform various administrative and clerical tasks to support our sales department & other departments within Rectron, which includes Reception, Accounts and Warehouse when needed

Primary Objectives:

Sales admin duties:

- Provide secretarial and administrative support to the sales team.
- Use computer word processing, spreadsheet and database software to prepare reports and documents such as quotations, invoices and statements.
- Assist with driving messages (e.g. event registrations)
- Request cancelations & credits of orders placed.
- Following up and tracking urgent deliveries and providing feedback and PODs/invoices when requested.
- Assist the sales team with quotations and orders.
- Attending product training sessions and sales meetings.
- Setting up appointments and travel arrangements when needed.
- Providing feedback to customers
- General administration

Reception duties:

- Answering and distributing incoming calls and messages correctly.
- Welcoming walk-in guests
- General administration

Debtors duties

- Processing payments received.
- Sending statements
- General administration

Warehouse duties:

- Receiving, Picking, packing, boxing and labelling of orders.
- Accurate packing of stock onto shelves and within the warehouse.
- Ensure the accurate scanning and invoicing of orders.
- Assist customers/couriers when collecting orders and confirm payments made.

- Mark orders as 'collected' when out on deliveries.
- Escalate problematic issues promptly to the supervisor.
- Report any infringement, accident, notice of service, loss of stock, damage of stock, hijacking or any other important issue to your supervisor immediately.
- Inform sales department of orders not collected and action cancellations/credits
- Execute Rectron standards of excellence in your daily duties
- Ensure good housekeeping
- Ensure accurate stocktake procedure
- General administration duties
- Other duties as required by your line Manager

The candidate must possess the following capabilities:

- Adept in Technology
 - Ability to effectively navigate and use a Windows based PC
 - Use specific IT systems to account for payments and access details
 - Microsoft Word: Basic Word features
 - Microsoft Excel: Basic Excel features
 - Microsoft Outlook: Sending/receiving emails, out of office settings, scheduling meetings, attachments
 - Skype for Business: Sending/receiving messages
- Effective Communication
 - Clear, professional communication
 - Friendly and positive attitude
 - Getting back to stakeholders timeously
 - Manage expectations with stakeholders
 - Teamwork
- Organization
 - Time management
 - Prioritising of tasks
 - Planning and organising
 - Multi-tasking
- Active listening Skills
 - Listening to customers and directing calls to correct departments
 - Listening to and effectively analyse problems as they arise
 - Proactively find solutions to problems using all available resources
 - Knowing when to ask for help
 - Ability to work under pressure

- Anticipates Needs
 - Complete important tasks without needing to be asked
 - Takes initiative to support the business

Skills & Competencies (general job knowledge and skill sets)

- Well-disciplined individual
- Detail-orientated
- Good numeracy skills / Analytical

Education/Qualification, Skills and Experience

Education/Qualification

- Matric
- Information technology background preferable

Skills & Competencies

- A high level of interpersonal and relationship skills.
- Strong and developed leadership skills
- Ability to plan and delegate assignments
- Great understanding of the South African Labour law and employee rights
- Ability to think beyond the immediate problem that an employee may have.
- Problem solving and solution implementation
- Ability to motivate and inspire

Experience (experience required for the job)

- At least 1 years' experience in a sales support role – Preferably IT.
- Reception / Switchboard experience – Preferred

Key Performance Indicators

Warehouse Efficiency

- Receive, pack, pick and mark orders as collected - Ensure this is completed in a timeous manner and done accurately.

Time Management

- Be proactive with regards to planning and execution of daily duties in regard to filing/scanning/emailing of quotations/invoices/PODs/Credit notes and other paperwork - ensuring completion of duties within the given timeframe.

Operations Accuracy

- Ensure that a high standard of accuracy and promptness is achieved during the following processes: Doing quotes, placing orders, responding to customer queries and processing of payments.

Planning

- Employee to inform the sales team of orders not collected by end of each week or month-end and keeping track of backorders by following up with Product Managers and customers.

Standard Operating Procedures & Safety

- Adhere to processes, standard operating procedures and policies and ensuring safety in the warehouse.

Training

Recommended

- Time Management
- Interpersonal and Communication Skills.
- Business Writing Skills
- Excel

At Rectron, we are committed to our Employment Equity initiatives and employ according to our EE targets