**Hours:** 40 per week – some flexibility needed

**Title:** Receptionist

**Location:** Swadlincote

**Salary:** Negotiable depending on experience

**Holidays:** 22 per annum + 8 days public/bank holidays

**Reporting to:**

Sales Office Supervisor

**Duties and responsibilities**

Specific duties for the Receptionist include:

* Providing a professional reception service and efficient general office administration whilst at all times representing the company in a positive and professional manner;
* Greeting visitors, offering refreshments and directing them to the right person in the company;
* Answering, screening and routing telephone calls - taking messages and passing them timely;
* Receiving postal/courier deliveries and sorting, scanning and franking the post daily;
* Keeping the reception area tidy;
* Creating and maintaining information databases as requested;
* Typing correspondence, reports, spreadsheets and any other documentation as directed;
* Performing general office administration duties, e.g. maintaining office supplies, organising facilities management services, co-ordinating events;
* Undertaking any other duties as required. Performing all duties with due regard to the requirements of current health and safety at work regulations;
* To oversee the whole customer credit application process from sending the forms over to the customer, submitting into the bank for approval and sending the customer follow-up letter;
* Contacting the bank for credit limit adjustments - if needed provide support with credit control;
* Working alongside the business development manager for healthcare on the CPD programme;
* To capture data within a database via the ABI lead generation system to allow targeted marketing campaigns.
* Providing support to the marketing team following up any requests given.
* Returns

**Person specification**

The successful applicant will have:

* Previous or relevant experience;
* An excellent, professional telephone manner;
* A smart, professional appearance;
* A methodical and organised working manner;
* The competence to use Microsoft Word, Excel and Outlook;
* Flexible attitude to work (as duties may vary);
* A passion for pleasing customers;
* Excellent communication skills at all levels;
* Commitment and be self-motivated;
* Own transport is preferable.