

JOB DESCRIPTION	
POSITION TITLE	Office Administrator
MAIN PURPOSE OF THE POSITION	
• The office administrator is responsible for providing administrative support to our clients by managing interactions and enquiries	
ROLES AND RESPONSIBILITIES	
➤ The administrator will respond to customer enquiries through phone calls and emails in order to keep the business' operations running smoothly. ➤ To coordinate client interactions and visits by welcoming them and addressing their issues and showcasing products. ➤ Handle and manage company compliance regulation needs such as health & Safety aspects. ➤ Update the sales team on availability of different products. ➤ Liaise with other departments such as finance and transport for efficient orders dispatch. ➤ The office administrator will liaise with the sales executives in field to enhance efficiency and business performance through timely ordering, payment, and orders dispatch. ➤ Coordinate with the loading department to enhance efficient delivery of company products to our clients. ➤ Coordinate orders dispatch. ➤ Periodically call clients to confirm deliveries. ➤ Interact with customers and handle customers' enquiries. ➤ Coordinate activities throughout the office to ensure efficiency and maintain compliance with company policies. ➤ Manage emails, letters, packages, phone calls and other forms of correspondences. ➤ Create and update databases and records for clientele information. ➤ Track and replace office supplies as necessary to avoid interruptions in standard front office procedures	

➤ Submit reports and prepare proposals and presentations to the management as needed.	
DESIRED QUALIFICATION AND EXPERIENCE	
KNOWLEDGE, SKILLS, AND ABILITIES	
<u>EDUCATION</u>	
➤ Higher Diploma or a Bachelor's degree in business, administration, or a related field. ➤ 2 or more years' office administration experience. ➤ Proficient in a variety of computer software applications including Microsoft Office Suite (Word, Excel, Outlook, and Access).	
SKILLS	
➤ Superb written and verbal communication skills. ➤ Strong time-management and multitasking abilities. ➤ Proficiency with office applications, and aptitude for learning new software and systems. ➤ Excellent organizational and leadership skills. ➤ Great negotiation skills. ➤ Critical thinking skills. ➤ Confidence ➤ Product knowledge ➤ Outstanding organizational and leadership skills. ➤ Problem solving aptitude ➤ Professionalism	
KEY PERFORMANCE INDICATORS	
KEY RESULT AREA	
Overall sales performance	Revenue generation
	Customer portfolio
	Client handling and efficiency
	Customer satisfaction ratings.
	Customer resolution
	Compliance to company policies.