

# Operations Administrator

## Job Description

### Job description and Person Specification

Screen4 LLP is a leading provider of Drug and Alcohol Testing, and Occupational Health Assessment services to the Aviation, Petrochemical, Construction and Rail industry. We have clients in the UK and across the world including Dubai, Far East, Australia. We provide our services 24hrs / 365 days per year.

**Salary:** Negotiable (depending on experience)

**Contract type:** Temp or Permanent (after 3 month probation period)

**Hours:** Full time (40 hours per week or as required)

**Location:** Barnsley (S71 3HR)

### Role

- Excellent communication and interpersonal skills, for dealing with many types of people at all levels in a direct diplomatic way, are essential.
- A clear understanding of customer / client requirements is essential.
- You should be proficient in business software (Microsoft office suite/ Sage (desirable)), in order to allow you to build financial projections, charts and reports in a short period of time.
- Having natural creative flair and being full of ideas and energy to introduce new concepts and innovations would also be advantageous.

### Administration

- Act as the central point of contact for telephone, email and postal enquiries.
- Assistance with Customer Agreements and quotations
- Management of customer random testing programs
- Participate in the 24/7 call out rota, monitor call out progress
- Complete non-conformance / customer compliments following the company's quality procedure
- Stock management; monitor and re-order, despatch, write off and quality check.
- Compile information and accurately report customer Management Information returns to key clients each month and annually
- Ensure that all filing, both paper and electronic, complies with our data protection guidelines and specific customer requirements.
- Provide the day-to-day administration support as part of the office Admin team.
- Maintain Screen4 client contact and membership / subscription databases.
- Provide ad hoc support to the Directors as required.

### Person Specification

#### Required:

- Minimum 3 years' Experience of operating in service focused organisation
- Exceptional organisation, planning and administration skills.
- Highly computer literate: confident and proficient with Word, Excel, and PowerPoint, Outlook, internet and data entry.
- Use of CRM systems / customer management packages.
- Self-motivated, punctual, reliable, and able to maintain confidentiality.
- Excellent written and spoken (face to face and phone) communication skills.
- Excellent numeracy skills.
- Ability to show initiative in developing the role and to work with minimal supervision.
- Ability to work flexibly in a small team, building strong day-to-day relationships with colleagues.
- Able to manage a varied workload, balancing scheduled tasks with requests for assistance from within the team, which may have short deadlines.

#### Desirable

- Experience of working in a company with an overseas customer base
- Knowledge of Drug and alcohol testing processes and procedures
- Knowledge and experience of eLearning Platforms for training purposes.

### How to Apply:

Send your CV and covering letter to [operations@screen4.org](mailto:operations@screen4.org)