

Job Description

Job title	Administration Assistant	Date
Reports to (title)		
Contract/Department		Revision
Location		

Job purpose

Describe the overall purpose of the job in two or three sentences.

To provide efficient and professional administrative support across the department or business unit. The Administrator will ensure smooth day-to-day operations by managing documentation, coordinating communications, and supporting internal processes.

Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Input data onto computer system in the prescribed fields
- Ensure high level of input accuracy to rigidly maintain data integrity
- Draw regular and customised data reports from the system
- Ensure up-to-date training on the system applications by attending training courses or by self-taught modules
- Assist in training other system users
- Attend to all related queries from internal as well as external clients within the laid-down timelines either by phone or in writing and ensure high level of customer satisfaction
- Assist with general office duties such as, stationary stock control, refreshment orders, relief functions for switchboard or reception, preparation of ad hoc reports, maintaining the filing and archive systems, scanning of critical back-up documentation.
- Compile spreadsheets in Word or Excel format for any non-standard reporting if required.
- Contribute to the effective working of the department.
- Identifying with and participating in the attainment of team objectives and priorities.
- Communicating and sharing knowledge with other team members
- Developing personal skills to meet both individual and team needs
- Take the initiative to ensure that work processes, procedures and systems are effective and efficient while ensuring practices are aligned to established corporate standards of professionalism and accuracy
- Maintain focus on excellent customer service delivery standards
- Maintain a high level of knowledge of all products and services on offer by the company
- Work towards the continuous improvement of EMCOR's (including Workplace Health & Safety, Quality Assurance and Environment), existing standards, values and culture

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Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

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Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Proven ability to provide a high standard of support in administrative principles, including the ability to implement systems and processes and to pro-actively resolve problems
- Acceptable level of interpersonal and communication skills, with the ability to liaise with customers and staff at all levels in both written and spoken English
- Demonstrated ability to contribute as a member of a team to achieve positive outcomes and provide quality service to customers
- Demonstrated organisational and time management skills, including the ability to manage competing priorities, monitor and co-ordinate a range of prescribed processes, to achieve tight deadlines and desired outcomes with due regard to accuracy
- Demonstrated experience in computer applications, including Microsoft Office (Word, Excel, PowerPoint, Publisher), E-mail and Internet and databases
- Sound knowledge and understanding of basic Financial and Accounting principles
- Knowledge of Workplace Health and Safety (WH&S) practices and policies.

Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

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Line Manager <i>Signature</i>	
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Job Description

Print Name	
Date	

Job Holder <i>Signature</i>	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	