

PART 1: JOB PROFILE

JOB TITLE: SUVEYOR ADMINISTRATOR
SECTION/DEPT: SURVEYING PROPERTY COMPANY
REPORTS TO: MANAGING DIRECTORS & OPERATIONS MANAGER

MAIN PURPOSE OF JOB

- To deliver a high-quality service to private clients via the telephone and email.
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POSITION IN ORGANISATION

- Administrator
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SCOPE OF JOB

- Making and taking telephone calls providing a comforting and professional service
 - Administration duties around bookings
 - Scheduling diary calendars (Diary management)
 - Taking initiative in rescheduling appointments where necessary
 - Collating and creating reports, physical and electronic
 - Managing email traffic
 - Performance/Time Management is essential
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QUALIFICATIONS

- Professional qualification desirable in customer service.
 - Relevant qualification in Microsoft Word
 - Proficient in MS office
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EXPERIENCE

- Previous Administration experience in a similar role Good working knowledge of IT, particularly Microsoft Word.
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PERSONAL COMPETENCIES

- **Individual Contribution** – Self-motivation with the ability to use own initiative and enthusiastically take on any new work.
- Ability to multitask and keep up in a fast-paced environment
- Good communication skills either via email or telephone.
- Excellent telephone manner
- **Excellent Performance** – Willing and having a 'can-do' approach to work; understanding of need for quality of service; methodical and accurate approach to work.

- **Efficiency** – Minimising waste; providing value for money; seeking out ways to improve effectiveness; ability to work as part of a team and alone.
- **Diversity and Equality** – An ethical approach; meeting the needs of customers.

Benefits

- **£25,000.00 PA**
- **20 days holiday PA**
- **Contributions to pension**
- **Based in Chelmsford**