

Job Description

Job Title	Administrative Executive – AF Affinity	Employee Name	
Reporting to	Interim Team Leader	Responsible For	n/a
Location	Honingham Thorpe, Colton, and any other reasonable locations as required		

Overview of Role

This is a fixed term position within a fast-growing dynamic company. The role is to provide administrative support within our fuel team. Key functions will be to handle consumer enquires by phone, email and online, place orders, chase payments, support and grow the fuel business.

Systems, industry and product training will be given regularly to support you

Principal Duties and Responsibilities

- Manage enquiries
- Take payments for orders
- Manage the consumer email inboxes
- Register new customers
- Ensure customer data is kept up to date
- Quote and place orders in a timely and accurate manner
- Prepare spreadsheets and undertake other roles to assist with the fuel syndicates
- Scan and file documents
- Quote and place orders in a timely and accurate manner

General Duties and Responsibilities

- Contribute towards continuous improvement of service levels
- Adhere to company policies and procedures
- Act in a professional and ethical way
- Maintain the highest levels of confidentiality
- From time to time you may be requested to work outside of your normal working hours to help maintain effective cover
- You may be required to perform other duties within the company that will be within your capability
- You may be required to represent AF Affinity at Shows/Events relevant to your role

Performance Measures

- Assigned projects are completed professionally, accurately and on time
- Grow fuel volumes
- KPI's will be set and reviewed quarterly

Qualifications & Experience (Person Specification)

- Experience in, administration, customer services, personal assistant or call centre role
- Knowledge of Microsoft Office package- Basic to moderate experience of Excel would be ideal but not essential

Personal Qualities (Person Specification)

- Passionate about helping people
- Friendly and engaging
- Excellent verbal communications skills
- Excellent listening skills
- Well organised and able to prioritise
- Self-motivated & high energy team player
- Take pride in performance and attention to detail

Values

Service - **We will delight you in every transaction**

- We understand and agree people's expectations and accurately fulfill them
- We care and demonstrate empathy in every interaction
- We build genuine and long-term relationships
- We work at a consistently high standard and provide the best quality service
- We communicate in a positive and professional way
- We leave a lasting and positive impression
- We get things right and don't cut corners

Excellence - **We strive to be outstanding in everything we do**

- We go above and beyond agreed expectation
- We listen and understand people's requirements
- We share expertise and knowledge
- We take responsibility

Responsibility - **We do what we say we'll do, with integrity**

- We understand the impact of our actions and act accordingly
- We act with integrity and in the interests of AF, its people and the communities in which we do business
- We are responsible and ethical
- We are motivated and act in an efficient and productive way
- We take ownership and see things through

Value - **We add value**

- We ask the right questions to understand people's needs
- We ensure we provide ease of purchase, continuously improving our processes
- We act on requests in a timely way
- We get things right first time, providing an efficient, reliable and trusted service
- We identify beneficial opportunities across all of our services
- We see and think beyond people's initial needs, helping to propose and deliver solutions
- We plan and are well prepared
- We forge strong relationships built on trust and commitment

Signed (Employee):

Signed (Manager):

Date: