

Role: Admin Office Manager

Department: Administration / Accounts

Location: Pembroke Dock

Reports to: Head of Finance

Salary: £20,000 - £23,000 per annum

Hours: 42.5 hours per week, 8.00am to 5.00pm, Monday to Friday

Genpower is the exclusive distributor for Hyundai Power Products for the UK and Ireland. We are presently seeking an experienced Office Manager to join our team.

The Admin Office Manager will be responsible for a team of 4 Accounts Administrators and will oversee the day-to-day office operations whilst providing administrative support to all areas of the business. You will need to be a strong communicator with exceptional administrative and organisational skills. The successful candidate will also have prior management experience along with the ability to create and maintain a great office/working environment. We are looking for a proactive, confident individual with strong customer service skills.

Duties will include but will not be limited to:

- Overseeing and implementing the departmental daily planner.
- Monitoring the completion of tasks and performance of the team.
- Improving and streamlining departmental processes.
- Creating and implementing a training plan to ensure cross-cover and the development of the team.
- Ensuring aged debtor payments are received in and allocated in a timely manner.
- Overseeing aged creditors and ensuring reports are up to date.
- Ensuring reconciliations are completed and that any issues are highlighted to the Head of Finance.
- Overseeing the opening of new dealer accounts.
- Ensuring stock lists are produced and distributed in line with requests.
- Ensuring all orders are processed accurately in an efficient manner.
- Providing front-line support to our customers via telephone and online messaging centre (to include redirecting calls, taking messages and distributing enquiries).
- Ensuring departmental KPIs and targets are met.
- Ensuring any charges to the accounts are signed off by the Finance Manager.
- Ensuring swift and accurate upload of invoices and credit notes.
- Monitoring the refunds board and issuing refunds on request of Finance Manager.
- Ensuring credit notes are raised and signed off by Finance Manager.
- Checking pro forma payments have been received.
- Using internal software and CRM systems to support with daily tasks and to ensure accurate monitoring, logging, reporting and traceability.
- Resolving CRM cases assigned to the administration department.
- Ensuring ad hoc reports are compiled and submitted to the relevant departments on request.
- Responsible for the accurate electronic and paper filing of documents.
- Ensuring the office environment is clean, safe, organised and that standards are maintained.
- Producing reports on the request of Senior Management.

Key skills:

- Demonstrates solid team leadership.
- Outstanding administration skills.
- Excellent telephone manner.
- Customer service experience.
- Desire to help and support others.
- IT literate and able to use internal software and systems.
- Excellent written skills and attention to detail.
- Ability to work positively within a small team.
- A positive, 'can do' and proactive approach to all tasks.
- Problem solving skills.
- Demonstrates initiative, strong organisational skills and ability to prioritise.
- A strong sense of responsibility and ownership towards the work that you do.
- Prior accounts knowledge and experience (desirable).

What is in it for you?

- Salary of £20,000 - £23,000 per annum (based on experience).
- Perkbox.
- Private AXA health care plan.
- Dentist and optician cash back scheme.
- 28 days holiday increasing with service. .
- Pension scheme.

If this is a role that you could make a difference in then please apply with CV and Cover Letter outlining your suitability to careers@genpower.co.uk