

General information	
Job Title	Administrator
Company	<p>The Gill Group is an independent business with over 35 years' experience in the design, manufacture and supply of high-performance sensors used across the globe in markets as diverse as meteorology, process control, utilities, agriculture, marine & transport. Gill consists of four companies: Gill Instruments, Gill Sensors & Controls, Gill Research & Development and Labcal.</p> <p>Labcal is a dedicated team of experienced engineers providing specialist UKAS accredited calibration services for test equipment across a wide range of parameters.</p>

Position Profile

Position summary
<p>Gill requires a capable, driven, and efficient Administrator to work for our Labcal business area. The Administrator requires excellent organisation, relationship, and communication skills both written and verbal, attention to detail, the ability to prioritise, should conduct themselves in a professional manner and be willing to work collaboratively, and with a wide variety of stakeholders. They must also be able take initiative and ownership of the role whilst proactively ensuring management is appropriately informed and authorisations are sort.</p>

Main duties
<p>Key support responsibilities include:</p> <ul style="list-style-type: none"> Your duties will include answering the telephone and dealing with any general customer enquiries in a friendly and efficient manner. You will produce customer quotations invoices and dispatch notes. You will also book items into the system following the relevant company procedures. You will also pack and wrap instruments and get them ready for dispatch producing any necessary documentation required. You will also be able to file the relevant documentation and be able to find historical records if required. You must be aware and conversant with any relevant companies QA procedures including documenting complaints and anomalies. You must be always aware that all customer information including calibration results must remain confidential. Managing, distributing, and storing all associated documentation Answering customer and internal telephone calls and directing appropriately Completing Export License applications You may be required to do deliveries/collections – company vehicle will be provided for the time required. Liaising with the Marketing Team to assist with campaigns and Business Development

Additional advantageous experience

Person specification

- Organised and self-motivated, able to balance short- and medium-term priorities, and escalate issues where appropriate.
- Excellent numeric, written, analytical and problem-solving skills.
- High level of computer literacy, ability to use Microsoft products and CRM.
- Demonstrable ability to build strong relationships.
- Collaborative and able to communicate effectively at all levels.
- Attention to detail an ability to multitask.
- Flexible, diligent, with a high degree of integrity.
- UK driving license.

A position profile does not imply that the duties stated are the only ones to be performed by the incumbent. Employees will be required to follow any other reasonable job-related instruction as requested by their manager or a company director.