

For All Healthy Living Company and RM Signs

Job Description

Job Title:	Office & Sales Manager
Reporting to:	Managing Director of RM Signs Finance and Resource Manager FAHLC
Location:	RM Signs, Weston Industrial Estate Weston-super-Mare
Hours:	25 hours per week
Salary Range	£13,929 - £16,549 (pro rata)
Holidays	27 days plus Bank holidays (pro rata)
Probationary Period	6 months
Notice Period	4 weeks
Location	Weston Industrial Estate - Oldmixon

Job Context

RM Signs Ltd is a new social enterprise made up of a partnership of the For All Healthy Living Company and RM signs. It will be a printing business which is self-sustaining and income generating and provide training and/or apprenticeship places for local people

Job Purpose

To manage the day to day administrative tasks of RM Signs. To promote sales and provide an effective service to all customers.

Responsible for

Smooth running of office systems to support the business and customer support.

Duties and Responsibilities

Office Services

To manage the day to day administration of the office and business.

To liaise with the Managing Director to ensure appropriate ordering of goods, maintain stock levels and manage delivery deadlines.

Prepare invoices and manage a system for chasing unpaid bills.

To liaise sending weekly sales figures as required.

To sell to customers in person, by post and by telephone, using the computerised system to record sales and orders.

To process internet sales, reconciling customer accounts on the system and dispatching goods.

In liaison with FAHLC finance department to cash up and reconcile on a weekly basis.

To be responsible for maintaining the highest standards of customer care and ensuring a friendly, welcoming and efficient environment for customers.

To ensure all customers are asked for feedback.

To assist with customer research as required.

General Responsibilities

To be trained in all aspects of the office system and deputise for the Managing Director when absent.

To undertake such other tasks as may be reasonably requested.

Benefits

Access to FAHLC pension
Death in Service Benefit
Employee Assistance Programme
Reward Book
Discount in FAHLC Café

Closing date: 9th February 2012
Interview date: 15th February 2012