

Job Description

Name:

Date Joined:

Date Appointed to this Position:

Job Title:

Office Manager/PA to Sales Director/Sales Support

Location:

Trafalgar Wharf

Reports to:

Sales Director

Job Description prepared by:

Tom Sanderson

Dated:

Nov 2021

Job Description agreed by (sign and print by):

Dated:

Company Vision: To be the benchmark within our industry for ease of access and hassle free experience, innovation and best practice". Achieving this through a happy team, happy customers, happy suppliers and a happy company.

"People will forget what you said, people will forget what you did, but people will never forget how you made them feel."

JOB PURPOSE:

To be responsible for the efficient day to day functioning of the RIBS FOR SALE Marine sales office which is part of The Trafalgar Wharf Group, through a wide range of administrative, financial and managerial tasks related to the buying, selling and parts management and brokerage of RIBs and Powerboats. Assisting the Sales teams by ensuring that the office admin and management of email is conducted in a timely manner. Ideally with a passion for the water and boating.

PRIME TASKS AND RESPONSIBILITIES:

Administration:

- Experienced in managing the day to day administration of a busy sales office environment.
- Should have an excellent knowledge of office software including Sage, Outlook, Word, Excel, Google Calendar, Skype and the use of mobile apps including Whatsapp.
- Responsible for ensuring all processes and procedures are followed on a day to day basis for the Ribs For Sale and Ballistic RIBs businesses. This includes, but not limited to,

invoicing, sales paperwork, brokerage paperwork, contracts, check-over sheets and handover packs, stock management, ordering of parts, debt chasing.

- Responsible for ensuring all costs of works (including parts) are allocated where applicable with auditable records.
- Assisting with quarterly and annual stock take.
- Raising job cards to sub-contractors and booking works as agreed with sales team.
- Maintaining sales targets, overheads and enquires report required for weekly sales meeting.
- Responsible for maintaining and keeping up to date the CRM system and monitoring its correct use by the sales team with all customers, enquires, call and correspondence logged in a detailed manner.

Calendars, timekeeping, day to day tasks:

- Responsible for maintaining full and accurate diaries for the sales team and RIBS FOR SALE Marine shared calendar ensuring all appointments, viewings and daily tasks are planned, reviewed and updated on a daily basis.
- Acting as a first point of contact: dealing with correspondence and phone calls
- Managing staff weekend rota, holidays and lieu days to ensure accurate records and necessary rest periods are followed.
- Managing calendars of sub-contractors, confirmation of work start and end dates and updating sales team of progress.
- Responsible for ensuring the IT and communication systems run smoothly. Arranging regular system health checks, updates and repairs when required with the appropriate sub-contractor.
- Arranging bookings with The Drystack and keeping records of correspondence.
- Administration of company vehicles including booking servicing, repairs, MOTs and organising insurance.

Flexibility:

- Be available to work occasional evenings and weekends to assist with boat shows, social events and open days.
- Maintain an excellent level of customer service and have an understanding of all aspects of the Trafalgar Wharf Group with a particular focus on RIBS FOR SALE Marine and Ballistic RIBs.
- A general interest in boating would be advantageous but is not essential, but willing to learn more about the subject a must as training is available.
- Able to assist in the production of basic marketing emails.

Assisting Sales Director:

- Manage the ordering of parts for the Ballistic factory, producing the required paperwork and organising international shipping.
- Responsible for maintaining detailed records for every Ballistic RIB with dealers and when sold to the customer. This includes managing the Sales Directors CRM system and correspondence.
- Assist the Sales Director by producing advertising materials for the promotion of Ballistic RIBs.

- Organise events, boat shows, factory visits, flights and accommodation.
- Taking messages and organising call back diary for the Sales Director.
- Maintaining the Sales Directors diary ensuring all appointments, daily task are planned and reviewed and updated on a daily basis.
- Managing the Sales Directors emails and correspondence.
- Checking all boat listings meet agreed requirements across all of the advertising platforms used by RIBS FOR SALE Marine and reporting back to the Sales Director.
- Assist in producing a marketing plan and ensuring it is followed.

Marketing

- Sending ad hoc marketing mail-outs to the various RIBS FOR SALE Marine customer databases.
- Updating various social media for RIBS FOR SALE Marine: Linked in, Facebook, Twitter and Instagram.
- Organising on and off-site events for RIBS FOR SALE Marine.
- Monitoring the ribsforsale website ensuring it is accurate and correct.

Other:

- To be smart and presentable at all times.
- To actively meet and greet everyone with a smile and “hello” in and around the site, to listen to their comments and actively respond to give the highest standards of service.
- To represent the Company’s interests and be an ambassador for the Trafalgar Wharf Group within the marine industry and its suppliers and all other related organizations or bodies.
- To be efficient but with an eye for detail, able to prioritise workload and communicate well both with the sales team, contractors and customers.
- To liaise with all customers, staff, external suppliers, contractors and other organizations and to act accordingly and appropriately and in compliance of statutory requirements.
- To advise the management of any areas within your scope of responsibility that are giving you cause for concern.
- To comply with the Company’s Health & Safety policy and procedures and that of the Health & Safety Executive.
- To help to operate RIBS FOR SALE Marine with due regard for Health & Safety and the environment together with all the relevant Government Legislation.
- To be a key holder if required.
- Any other duties required by the Management.