

**JOB DESCRIPTION**

**Title: Junior Administration**

<b>1 Primary Function</b>	
Reception and administration support for the office. Maintaining subscriber information on database and mailing activities.	
<b>2 Reporting</b>	
To the Development Manager.	
<b>3 Supervises</b>	
Not responsible for the supervision of others.	
<b>4 Work Performed</b>	
	Frequency
Customer service: <ul style="list-style-type: none"> <li>• First point of contact for subscribers and customers, answering general queries.</li> <li>• Responsible for mailing of NATSPEC information packs, new subscriber packages, subscription updates and general correspondence.</li> <li>• Subscriber and enquiry follow-up.</li> </ul>	Ongoing
Contact database: <ul style="list-style-type: none"> <li>• Maintenance of subscriber details.</li> </ul>	Ongoing
Wordprocessing: <ul style="list-style-type: none"> <li>• Creating and mailing correspondence as required.</li> <li>• Typing documents for the technical and sales groups as required.</li> </ul>	Ongoing
Typesetting: <ul style="list-style-type: none"> <li>• Using Adobe InDesign for the updating of brochures etc.</li> </ul>	Ongoing
Post/Deliveries: <ul style="list-style-type: none"> <li>• Logging outgoing mail and delivering to post-office.</li> <li>• Organising couriers as required.</li> </ul>	Ongoing
Administration support: <ul style="list-style-type: none"> <li>• Administration support for the Business Development Manager when required.</li> </ul>	Ongoing
Any other task assigned by the Supervisor (also includes tasks that take less than 5% of the job).	As required/agreed
<b>5 Measures/Outcomes</b>	
Relate to team commitment and customer focus and are based on:	
<ul style="list-style-type: none"> <li>• Accuracy and efficiency.</li> <li>• Meeting deadlines.</li> <li>• Quality of project outcomes.</li> </ul>	