

JOB DESCRIPTION

Title: Junior Administration

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