

Administrator and Showroom Assistant Role Profile for Green Man Stoves

Business overview	Green Man Stoves is a small company with a public showroom in Weston-under-Penyard. We retail solid fuel (wood and multifuel) appliances, chimney lining and chimney systems, stove consumables and fireside accessories from the showroom and undertake fireplace 'works', install stoves and chimney liners in largely domestic dwellings. We also provide maintenance services – flue sweeping, stove servicing. Our customers are largely domestic homeowners or landlords, and we also work for commercial entities such as Master Builders.
Role title	Administrator and Showroom Assistant
Type of role	Administrative/Sales/Colleague and Customer Support
Working pattern	Hours are flexible and negotiable. Preferred hours are at least 2 days 8.30am-4.30pm other 2 or 3 days can be negotiated to suit. Open to accommodating school hours. Plus, alternate Saturday mornings 9am-1pm (with matching reduction in 'in the week' hours).
Pay	Competitive and available on request. Pay review at end of 2 mths probationary period and annually in March.
Holidays	Equivalent of 28 days per year. Some holidays predetermined by whole business shutdowns.
Location	Showroom based. Occasional requirement to attend local jobs with the installation team for learning purposes.
Overview of function	This is a key role at the core of our operation. It is the link between our customers and the fulfilment of their installations and/or purchases. The role involves interaction between our customers, management, colleagues, and our installation team and works closely on a day to day basis with the business owner.
Role Purpose	<p>The Showroom and Customer Services Assistant ensures prompt and accurate diary organisation, product ordering, job paperwork processing and invoicing of our customer inspections, installations, and maintenance appointments.</p> <p>The role is reactive to incoming customer enquiries online, via the telephone and in person, but will require a proactive attitude towards learning about the industry in order to make showroom sales and/or proffer advice and solutions to new and existing customers and to generate forward booking maintenance and showroom sales from existing customers.</p> <p>In time there will be an opportunity to learn to generate Chimney Inspection Reports and customer quotes. As a small business, your initiative will help improve our processes and efficiency.</p>
Responsibilities and Tasks	<ul style="list-style-type: none"> • Responding to retail and business customers by phone, email or in person. • Booking appointments in the online diary and booking system (The Heating App) for inspections, installations and maintenance. • Organising customer online folders with documents, photographs and chimney CCTV footage. • Processing customer job paperwork • Raising invoices and processing customer receipts using Excel and Quickbooks. • Liaising with the operational staff and suppliers • Double checking all required parts and products for each job are in stock or ordered in good time. • Advising customers about our products, chimney health and safety, the latest legislation and regulations, and the correct selection, maintenance and operation of appliances via email, on the telephone or in person. • Showroom and stockroom organisation, general tidying of showroom, outside showroom. • Receiving deliveries, unpacking and organising and checking against delivery notes. Bringing firewood deliveries into the showroom. • Lighting, tending and cleaning stoves in the showroom. • Showroom displays – including ordering showroom consumables and fireside accessories stock. • Other general administrative duties as required. • To periodically attend customer jobs with the installation team to observe and learn. • Creation and management of Facebook and Instagram social media feeds. • Updating and generating website content, blogs etc.

Person specification. Essential Skills	<p>Administrative</p> <ul style="list-style-type: none"> • Efficient, accurate and proactive working style • Structured and organised; effective time management • Confident telephone manner • Numerate and Literate <p>Thinking</p> <ul style="list-style-type: none"> • Strong commercial acumen • A problem solver with the ability to think laterally and appreciate the wider picture. <p>Interpersonal</p> <ul style="list-style-type: none"> • A strong team player, willing to roll sleeves up and do what needs to be done. <p>Communication</p> <ul style="list-style-type: none"> • Communicate effectively - friendly but professional and articulate interpersonal style. <p>Motivation</p> <ul style="list-style-type: none"> • Self-motivated, goal orientated and disciplined, seeing jobs through to conclusion. <p>Self-Management</p> <ul style="list-style-type: none"> • Enjoy responsibility and demonstrate the drive and initiative to work independently. • Willing to learn, versatile and flexible re: taking on additional activities when necessary. • Willing to seek and accept help, suggestions, advice, and training when needed or offered. • Willing to take personal responsibility for and learning from, own actions. • Some 'lone' working is required.
Person specification. Desired Skills	<p>Interpersonal</p> <ul style="list-style-type: none"> • Proactive relationship builder, comfortable advising and influencing customers. <p>Motivation</p> <ul style="list-style-type: none"> • Desire to progress and open to new role opportunities. • A wish to develop new skills and take on additional responsibilities.
Management of people	<p>Nil</p>
Key interactions	<ul style="list-style-type: none"> • Business owner • Installation staff • New and existing customers • Suppliers
Accountabilities	<p>The role is accountable to the Business Owner</p>
Performance metrics	<ul style="list-style-type: none"> • Accuracy and efficiency of data entry • Effectiveness of customer contact • Effectiveness of colleague cooperation and support
Qualifications, knowledge and experience	<ul style="list-style-type: none"> • Good numeracy and literacy • Good personal presentation – a uniform will be provided. • Experience of MS Office, (primarily Outlook, Word and Excel) • Experience of internet use • Experience of telephone use • Experience of customer service • Full training will be given.