

**Job title:** Receptionist/Office Co-ordinator  
**Reports to:** Internal Sales Manager  
**Salary:** £18,000 - £21,000 per annum + Bonus  
**Location:** Slinfold, West Sussex

### **The Company**

Cordek is a leading building products supplier that is recognised as having a range of unique, innovative and patented products. The Company has an annual sales turnover in of approximately £20 million and employs over 70 staff. The Head Office and manufacturing base is located at Slinfold, near Horsham, West Sussex.

Cordek's products have been incorporated into prestige projects across the UK and EIRE, including Aviva Stadium, Wembley Stadium, London Crossrail, and the Olympic Aquatic Centre. The majority of sales are to UK projects but materials have been supplied to Kazakhstan, Zimbabwe, Qatar, Hong Kong, Abu Dhabi, Japan and India.

As well as a range of core products the Company specialises in supplying complex formwork, patterns and moulds, display models and unique forms manufactured using the latest 3D modelling and 5 axis machining techniques.

### **The Position**

Receptionist/Office Co-ordinator to work at our Head Office in Slinfold, West Sussex.

The Receptionist/Office Co-ordinator will primarily act as the first point of contact for visitors and telephone calls to Cordek as well as undertake a range of administrative duties in line with both Company and Internal Sales Team Objectives.

### **Roles and Responsibilities**

#### **Reception**

- Greet and welcome visitors to the Offices between 8:00am-5:00pm, ensuring they sign the visitors book and are shown to the waiting area as well as informing the relevant member of staff of their arrival.
- In the event of a fire and/or any other emergency requiring staff to leave the building, to be responsible for ensuring the visitors book is removed from reception and taken to the designated outside meeting point.
- Co-ordinate Fire Alarm Drills with the designated Fire Chief on a regular basis.
- Check and sign for office deliveries before informing the relevant member of staff.
- Monitor and ensure that the reception area is kept tidy and projects the required Cordek image.

### **Telephone System**

- Operate the switchboard, receiving and transferring telephone calls, both internally and externally, announcing callers accurately, taking brief messages and passing these on via e-mail to the correct staff member.
- Train all new staff in the operation of the telephone system, as part of the New Employee Induction process and take a proactive approach to ensuring existing staff are properly trained on making full use of the system.
- Review and update on a regular basis the staff contact and telephone extension list and advise all staff of any changes.

### **Post**

- Process, frank and deliver internal and external mail daily and distribute to the relevant departments.
- Ensure the franking machine is charged and maintained.

### **Office Services**

- Provide and order office supplies (stationary and kitchen supplies) for staff and maintain adequate stocks. Propose new suppliers and identify any potential cost savings

### **Meetings**

- Provide logistical support to meetings held in the board room, to include preparation and booking of meeting rooms and assist in the arrangements of any catering and or overnight accommodation provisions.

### **Sales Administration and Support**

- Provide administrative support to the Internal Sales Manager in ensuring all CPD presentation bookings are fully logged, coordinated and distributed
- Support the Internal Sales Manager and IT Manager in helping to keep the CRM system data clean and accurate.
- Provide support for the Field Sales team regards to customer information, CRM data and event management.
- Liaise with the Marketing Team, regarding promotional goods and literature, sending to the appropriate destination and monitoring stock levels.
- Log any cheques or BACS payments received and copy to the Accounts Department

### **Additional information**

#### **Essential Requirements**

To be successful in this role you are likely, first and foremost, to have a talent and commitment for quality customer care and service provision as well as excellent communication skills with the willingness and ability to follow administrative procedures to a high standard.

- Excellent verbal communication skills with a good, friendly telephone manner.
- Experience of working within an office and/or reception/front of house
- Familiarity with the use of office equipment i.e. modern telephone systems, Windows based computers and photocopiers etc.
- Computer literate and experience with the Microsoft Office (2011 onwards) package.
- Accurate written and typing skills.
- Ability to work on own initiative and take responsibility of tasks where necessary and to work as part of the team.
- Ability to work under pressure whilst remaining to perform duties to a high standard.
- A positive attitude and commitment to Company and Internal Sales Objectives.

#### **Travel Requirements**

- Due to the rural location of the Cordek Offices, it is essential that any applicant has a full UK Driving Licence and access to a vehicle for commuting. Free parking is available on site.

#### **Rewards**

A competitive salary, an annual performance bonus and membership of the Company Group Personal Pension Scheme.