



JOB DESCRIPTION

POST: Finance Administrator

REPORTING TO: Managing Director

LOCATION: City Centre offices, Fountain Centre, Belfast

Main function of the job:

Handle all finance and administrative tasks whilst delivering excellent customer service.

Duties and responsibilities:

- Carry out all administrative functions for Watercooler World, using a bespoke accounting package.
- Coordinate, administer and maintain records of all invoices.
- Assist in the sales administration for Minster cleaning when required.
- Positively contribute to the team, bringing forward your ideas and innovations to enhance business.
- Call customers to check if they need water or cup supplies.
- Lodgements – match daily lodgements and upload receipts onto the system.
- Prioritise and deal with incoming calls & emails:
 - customer queries about their deliveries or accounts
 - send copies of invoices and statements
 - arrange visits to fix problems with customers' coolers
 - new business enquiries
 - send quotes and contracts
 - update and amend existing contracts
- Routing:
 - Raise delivery notes and maintenance notes if required
 - Export onto PDA for driver
 - Import from PDA after deliveries
- Accounts:
 - Chase payments

- Answer queries
- Producing invoices and statements
- Record receipts for customer payments
- Ensure all stock is accurately recorded

- Contribute to a quality customer service and obtain customer feedback.
- Maintain computer records, documents, reports and sales data.
- Review client information and contracts for accuracy on an ongoing basis.
- Deal professionally, efficiently and courteously with all customer queries.
- Keep customer records accurate and up to date within the bespoke system.
- Provide the Managing Director with a weekly activity and sales report.
- The job description is a guide to the duties expected of the employee.
- Because the nature of the job requires flexibility and adaptability to change, the duties will vary from time to time.
- The company maintains the right to require the employee to carry out his/her duties in such departments/at such locations as necessary.