

# OFFICE ADMINISTRATOR

## The Role:

Logic Fire & Security - a market leader in the Fire & Security industry, is looking for a talented individual to join our team. Your role is to provide support to various departments in the business, completing various administrative tasks such as answering the telephone, contacting customers, liaising with engineers, diary entry & electronic filing.

## The Candidate: Skills

- Confident and professional customer service skills, ideally with prior experience answering telephones.
- Fast and keen learner with positive attitude to take on new challenges.
- Comfortable in fast-paced environment where you can work both independently and within a team.
- Good computer skills with knowledge of Microsoft Office.
- Great attention to detail.
- Excellent communication skills, both written and verbal.

## Main Duties:

- Deal with incoming calls from customers, dealing with their query or directing them to the correct department.
- Completion of Excel spreadsheets.
- Creating and sending letters.
- Covering the reception desk, greeting tenants & visitors to the building and answering calls.
- Complete calls via the Company System and ensure that the works are invoiced promptly.
- Provide administrative assistance to Account Managers, helping with customer queries.
- Schedule works taking into consideration the location of other jobs booked for the day and the location and qualifications of the attending engineer.
- Deal with any queries or issues that arise from the scheduled works.
- Give full details of the jobs to engineers as to what needs doing to ensure repeat visits are avoided.
- Ensure customers are provided with all relevant information for the works to be completed.

## Remuneration:

- Salary (dependant on experience) paid monthly.
- 40 hours per week Monday to Friday.
- Annual leave entitlement is 21 days + bank holidays per annum increasing by 1 day year at the commencement of the new leave year, up to a maximum of 5 additional days. This is effective after the completion of 1 years' service.
- Company Pension.
- Full training plan as part of Logic Academy.

Logic Fire and Security are an Equal Opportunities Employer and proactively promote equal opportunities throughout the Company. Logic has a Zero Tolerance policy regarding any harassment in any form.

**If you are interested in the above position, please respond in writing with your CV and cover letter to [recruitment@logicfireandsecurity.com](mailto:recruitment@logicfireandsecurity.com)**