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| <b>Job Title</b>                       | Administrative Assistant   |
| <b>Department</b>                      | Connections  |
| <b>Reports to</b>                      | Network Support Officer  |
| <b>Grade</b>                           | Grade 2  |
| <b>Purpose &amp; Overview</b>          | To provide a range of administrative services to the Connections, Acceptance department and contribute to the achievement of department and business objectives.   |
| <b>Key Accountabilities</b>            | <ul style="list-style-type: none"> <li>• Operate office systems in order to process work, maintain accurate records and access information in support of Connections activities.</li> <li>• Provide administrative support to the Connections process and support sections to assist in the achievement of Connections objectives.</li> <li>• Resolve enquiries from both internal and external sources, providing written, face to face or oral responses as necessary to ensure Customer/Consumer satisfaction in the line with Standards of Service.</li> <li>• Compile standard schedules and statistical data, using computer systems as necessary, in accordance with the relevant procedures and guidelines in order to provide Management Information.</li> <li>• Work within and promote the philosophy of team working and development across all Connections activities to achieve business objectives and improve performance.</li> <li>• To provide a customer orientated Connections operation, meeting standards of service and exceeding customer's expectations.</li> <li>• Deal with enquiries and ensure that they are effectively resolved with prescribed standards of service. These enquiries will be both written and oral and may be on a wide range of work areas.</li> <li>• Process customer payments using the telephone payment portal.</li> </ul> |
| <b>Technical Know-How &amp; Skills</b> | <ul style="list-style-type: none"> <li>• Good SAP, CRM and Microsoft Office skills</li> <li>• High standard of keyboard usage skills</li> </ul>  |

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|  | <ul style="list-style-type: none"><li>• Knowledge of appropriate legislation, policies, and procedures</li><li>• Excellent communication and Organisational skills</li><li>• A positive attitude and the ability to operate individually and as part of a team</li><li>• Ability to adapt to unexpected and varied circumstances</li></ul> |
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