

PROTECT - MANAGEMENT

JAMES WILSON (ORKNEY) LTD. JOB SPECIFICATION

Profile of Position	Office Administrator				
Position Details					
Location:	James Wilson Ltd. Main Office/Store				
Status:	VACANT				
Date Occupied:					
Incumbent:					
Employment:	Probationary – Leading to Full				
Line Manager:	General Manager				
Review:	Six Monthly				
Comments – General traits required from the person occupying the post					
1. Judgement: Must be able to judicially prioritise and appropriately distribute relevant information.					
2. Communication: Must have good inter-personal communication skills that develop & maintain customer relations.					
3. Personal Effectiveness: Must be able to proactively collate and process work in an efficient, timely manner.					
4. Managing and Organising: Must be able to appropriately prioritise and administer duties in a busy office environment.					
Position Competence Requirements – Competences required prior to assuming the post					
Able to work effectively in a fast paced, changing environment through frequent interruptions					Essential
Able to remain courteous and calm with customers even if they are belligerent					Essential
Able to judicially relay complete and accurate information to appropriate recipients					Essential
Able to work cooperatively and productively with others to achieve results					Essential
Able to work creatively within standard procedures to fit a specific situation					Desirable
Acquired Competences – Competences to be gained through experience in the post					
Able to effectively use SWORDS wholesale distribution applications					Essential
Able to accurately track, monitor and maintain appropriate levels of stock					Essential
Able to understand and adhere to established ordering schedules & procedures					Essential
Able to accurately use electronic & paper filing systems so information can be readily retrieved					Essential
Appraisal and Review Chain – Review of performance in the post, role development and amendment of the JOBSPEC					
Line Manager	General Manager		-	J Leonard	
Manager	Managing Director		-	C Kirkpatrick	
Period	Six Monthly				
Key Responsibilities – The eight main duties of the person performing the role					
Business Function	Wholesale Grocery Supply				
Position Role	Accounts Administrator – Goods In				
Main Duties:	1. Effectively seek out, receive and process customer orders via fax, email, 'phone and internet				
	2. Understand and adhere to established ordering schedules				
	3. Accurately and effectively process orders to suppliers in accordance with SOPs				
	4. Accurately and effectively receive deliveries from suppliers in accordance with SOPs				
	3. Accurately and effectively report and resolve discrepancies between ordering & deliveries				
	4. Accurately and effectively use electronic and paper filing systems to retain records				
	5. Respond courteously, with clarity and accuracy to enquiries from customers and colleagues				
	8. Appropriately assume colleagues' tasks, as directed, when required to cover staff shortages				
Created By :	J Leonard	Tel No:	(01856) 850 234	On:	4 May 18
Last Updated By :	J Leonard	Tel No:	(01856) 850 234	On:	4 May 18
Last Reviewed By :	J Leonard	Tel No:	(01856) 850 234	On:	12 Dec 18

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POSITION PROFILE REPORT (JOBSPEC) REVIEW NOTES

Serial	Date	Reviewer	Observation	Action Required	Remarks
(a)	(b)	(c)	(d)	(e)	(f)
1.	12/12/2018	J Leonard	Accurate	Nil	
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