

Job Description

Job Title:	Office Manager
Job Function:	<p>To answer telephone calls and undertake typical secretarial activities, including dealing with incoming and outgoing correspondence, monitoring and reordering of stationery, purchasing consumables, etc.</p> <p>To liaise with customers and suppliers regarding the logistics of accepting and placing orders from customers. To monitor deadlines and ensure that suppliers return translations in good time to allow a final check to be performed in-house or externally prior to delivery. To return translations to customers by e-mail when instructed.</p> <p>To issue invoices to customers (some in German) using Sage Line 50. This will involve entering job details, printing, envelope stuffing and arranging postage. To issue statements to customers and make "reminder" phone calls when invoices fall due.</p> <p>To enter incoming invoices in to the Sage Line 50 package and to provide management with reports indicating when creditors' invoices fall due.</p> <p>To assist with any DTP/layout work (not necessarily involving the employee's mother tongue) in line with the employee's level of experience.</p> <p>To maintain the company's customer and supplier database. This will involve dealing with applications from freelance translators and deciding whether they have the necessary experience to be included in the database. It also requires some marketing experience to decide which companies should be added as prospective new customers.</p> <p>To perform any other tasks as requested by management to facilitate the smooth running of a small business (e.g. database work, other administrative activities).</p>
Qualifications Required:	<p>Although not mandatory, the qualifications for this job should include:</p> <p>Five good GCSE passes (or equivalent overseas</p>

qualifications).

AND

Good word processing and typing skills. Knowledge of shorthand is advantageous.

Experience Required:

The employee will have previously worked in a busy office environment and be able to deal with deadline pressures.

The employee will be able to communicate well in written and spoken English. The ability to speak good German is desirable.

The employee will be "computer literate" and will be expected to work unsupervised with standard Microsoft Office products such as Word, Excel and Outlook. Experience with various DTP software packages is desirable but not essential.

The Office Manager may have previously worked in a similar position in another company.

Training:

The Company will provide training opportunities as it sees fit for the employee with a view to developing the employee's skills and abilities. This may necessitate the employee spending some time away from home. The costs of such training courses will be borne by the Company, which will also pay the employee a reasonable level of expenses to cover travel, overnight accommodation and daily out-of-pocket expenses where appropriate.

Anticipated Results:

The employee will maintain an office environment that results in as little disruption to the "productive" staff as possible.

Signed on behalf of the Company

Signed by the Employee

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Position:

Date: