

JOB TITLE	Apprentice Administration Assistant	PRIMARY LOCATION	Inverness
DEPARTMENT	Admin	HOURS OF WORK	Mon – Fri, 9am – 5pm
SALARY	T.B.C	CONTRACT TYPE	Permanent

HIGHNET

We provide a wide range of innovative and progressive telecommunications solutions, products and services to business across the UK through our dedicated Channel Partners. We manage over 17,000 business lines, billing over 87,000,000 minutes a year and have Scotland's first business-only next generation IP network.

Our staff take great pride in ensuring that every client gets a best in class experience; this makes our customer retention one of the highest in the telecoms industry. Each team boasts specialist skills ensuring that we remain experts in our field and drive long-term business relationships.

JOB DESCRIPTION

RESPONSIBILITY

As Admin Assistant, you will be responsible for various office admin including reception duties. Alongside this you will be responsible for stock management.

MAIN DUTIES*

1. Welcome visitors to the office as part of reception duties
2. Prepare meeting rooms including ordering lunches and clearing rooms promptly
3. Manage mail and courier services for all office post including collection for customers to be delivered to the office
4. Monitoring office stationery to ensure all necessary items are readily available and sourcing and ordering new items as requested.
5. Stock management
6. Booking travel, accommodation, training events, venues etc. as required
7. Creating and maintaining new customer accounts

OTHER DUTIES*

1. Support Provisioning and Mobile department with placing orders, notifying customers and suppliers of progress and filling in where necessary during absences
2. Ad hoc administration duties as required such as photocopying, scanning, data input etc.

**This list is not exhaustive and all personnel may be required to perform duties out with their normal responsibilities from time to time.*

REQUIRED SKILLS	ESSENTIAL	DESIRABLE
EDUCATION & TRAINING	<ul style="list-style-type: none"> • Minimum of National 5 equivalent in English 	<ul style="list-style-type: none"> • Microsoft Office training
RELEVANT EXPERIENCE	<ul style="list-style-type: none"> • Experience in a customer service environment 	<ul style="list-style-type: none"> • Experience in telecoms industry
SPECIAL SKILLS	<ul style="list-style-type: none"> • Excellent communication skills, both verbal and written • Strong data entry skills 	
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Adaptable to change and comfortable working in a fast-paced environment • Ability to prioritise effectively 	

The successful candidate will have the passion and determination to deliver a best in class service to all customers. They will be a strong team player with innovative thinking but will be equally comfortable taking ownership of their tasks and working under their own initiative.

To apply for this position please email your CV to a.ritchie@microcomtraining.com