



## **VOICEBUSINESS ADMINISTRATOR – JOB DESCRIPTION**

- Liaising with Clients, organise training courses and events, preparing booking forms.
- Attending to telephone calls, e-mail, fax, reception duties, word processing, dealing with correspondence, photocopying, filing and record keeping.
- Updating the database as required.
- Updating the website as required. (A good working knowledge of IT systems is essential. Basic knowledge of HTML would be an advantage although willingness to learn is more important.)
- Producing well-presented documents from drafts.
- Liaising with and co-ordinating with Director, Associates, IT consultants and outside agents.
- Ordering and maintaining stationery stocks.
- Maintaining the office diary.
- Arranging appointments; accommodation and travel arrangements.
- Assisting with accounts, if required.
- Organising mail-outs.
- Researching information via internet, business directories and contacts.
- Ensuring the smooth running of the office and making recommendations, where appropriate, on ways of improving office administration.
- Preparing materials for training courses, seminars and meetings.
- Supervising the smooth running of the catering etc on courses held at CCA.
- Carrying out other duties which may reasonably be requested by the Director or Associates.

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