

## JOB DESCRIPTION

### ADMIN ASSISTANT

FULL-TIME POSITION (MON-FRI 9AM TO 5PM)

BASED AT AFP COBHAM, 30 ANYARDS ROAD, SURREY KT11 2LA

The role will involve providing day to day admin support for the Cobham Property Managers as well as site- support for a Customer Care Manager if and when required. This secondary aspect of the job is sporadic and may include travelling to site and handing over properties. Suitable training will be provided.

### PM ASSISTANT

DUTIES will largely include:

1. Opening and franking all post; distributing incoming post and adding cheques to management pack tracker, raising invoices;
2. Answering the telephone and directing the call to the correct department, Property Assistant or Property Manager;
3. Assisting and completing mail merges;
4. Monitoring stationery and consumables, liaising with head office to order supplies;
5. Tidying the stationary area/franking/shredding area;
6. Assisting with large mail outs;
7. Raising purchase orders if and when required;
8. Working on the Qube database (amending/checking tenant details, etc);
9. Ad-hoc admin duties where required;
10. Raising invoices on Sage;
11. Preparing and sending welcome packs;
12. Updating and managing Aduvo spreadsheet;
13. Central tracking of holiday for whole office, so information is easily accessible to all;
14. Archiving, filing, shredding of documents, photocopying, scanning, printing, bounding, etc;
15. Assisting with keeping the contractors' database up to date;
16. Helping the Property Management team with sourcing quotes/contractors;
17. Generally providing assistance to the Property Management team as and when required;
18. Generally providing assistance to the other departments if and when required.

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### CUSTOMER CARE ASSISTANT

DUTIES will largely include:

1. Attending developments on-site to meet the property owner, providing keys and brief home demonstrations, as directed by the Customer Care Manager;
2. Managing keys, fill-in related handover forms, update clients and team;
3. Assisting with keeping schedules and relevant Excel spreadsheets up to date, escalating snagging issues to the relevant parties; communicating by phone and email with property owners and building teams;
4. Working closely with the Customer Care Manager to resolve customer queries and complaints efficiently
5. Build good customer relationships with purchasers, developers and site staff
6. Liaising between various third party contractors to ensure works are completed satisfactorily
7. Other duties as required by the Customer Care Manager

**LT/Jan2021**