

Job Description	
Job Title: Commercial Assistant	Reports to: Regional Sales Manager
Grade: S2	Role Profile: Clerk
Based at: ReFood Dagenham	Mobility/travel: No
Primary Purpose of the Role: To provide assistance and general support to the Regional Commercial Manager and Transport Department by assisting with administration tasks relating to Drivers, health and safety of staff and vehicles. To also provide assistance to the Finance Assistant at Dagenham and to provide sickness and holiday cover. To carry out the role whilst ensuring health and safety procedures are followed at all times. Ensuring that high levels of productivity, attendance and customer satisfaction are maintained at all times with the Commercial and Transport Department.	
Key Duties and Responsibilities: Your duties and responsibilities will include but are not limited to the following: <ul style="list-style-type: none">• Operate and control the Weighbridge at the Site.• Deal with queries by telephone and email from customers, employees and colleagues.• Answering the phone to potential customers.• Sending emails to prospective new customers.• Cold Calling of potential customers.• Undertake general administrative duties such as filing of vehicle records and service sheets, ordering driver uniform and general filing of documentation.• Provide assistance to the Transport Department by assisting with the administration of health and safety paperwork and the training matrix for the drivers.• Provide assistance to the Operations Department by assisting with the administration of health and safety paperwork and the training matrix for the Operations Team.• Complete PO requests and liaise with suppliers/investigate any issues or discrepancies.• Prepare paperwork and assist the Operations and Quality team during audits.• Provide holiday/sickness cover for the Finance Assistant. During this cover you will be required to process weighbridge tickets on the system, check paperwork is up to date and correct, collect and handle cash received from the Fat and Bone drivers.• Any other duties/projects as and when required by the management team.	

General:

- To work in a manner that reflects equal opportunities values; treating others with dignity and respect whilst considering the needs of colleagues and customers.
- Providing high standards of quality whilst promoting, building and maintaining effective working relationships with colleagues, suppliers and customers.
- Identifying training needs relevant to the job and participating in any training and development as required.
- Maintaining high levels of personal motivation, attendance and conduct.

The post holder's duties must be carried out in accordance with policies and procedures of SARIA Ltd including, but not limited to the Equal Opportunities, Harassment and Bullying Policy, the Health and Safety at Work Act 1974 and other subsequent health and safety legislation. These duties should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities for the Company, commensurate with the grading of the post.

Key Relationships:

- New and existing customers
- Internal Management
- Transport Department
- Commercial/Sales Department
- Drivers
- Accounts Department

Person Specification		
		E = Essential / D = Desirable
Education and Qualifications	<ul style="list-style-type: none"> • Good formal education. 	E
Knowledge	<ul style="list-style-type: none"> • Good knowledge of Transport Regulations. 	E
	<ul style="list-style-type: none"> • Good knowledge of administration processes. 	E
	<ul style="list-style-type: none"> • Previous experience of speaking to customers. 	E
Relevant Experience	<ul style="list-style-type: none"> • Previous experience within a Transport Office. 	E
	<ul style="list-style-type: none"> • Experience of working in administration. 	E
	<ul style="list-style-type: none"> • Experience of working as part of a team. 	E

Skills and Competencies	<ul style="list-style-type: none">• Good IT skills – must be proficient in MS Word, Excel and Outlook.• Strong communication skills with an ability to balance conflicting demands.• Ability to work under pressure in a ever changing environment.• Act in a professional manner when dealing with prospective customers.• Good people skills when you are dealing with staff members.	E E E E E
Attitudes and Behaviours	<ul style="list-style-type: none">• Be able to work under own initiative.• Good attention to detail.• Be committed, reliable, and a flexible team player.	E
Decision Making	<ul style="list-style-type: none">• Ability to make decision at an appropriate level.	E
Working Demands	<ul style="list-style-type: none">• Office Based• Willing to be flexible and work additional hours if required.	E E
Working Arrangements	<ul style="list-style-type: none">• Part-time (25 hours per week)• Permanent	E E