



Assay Services Administrator

Company description

Base Metal Concentrates Analysis Ltd - A privately owned laboratory that provide independent commercial analysis to customers based around the world.

Job description

The role of the Assay Services Administrator is to support all aspects of customer facing duties relating to the analysis services provided by the business. This includes all acknowledgement, reporting and queries related to the work. The role will be the focal point for all day-to-day communication with customers.

Main Duties:

- Liaise with customers on all aspects of services being provided by the business to ensure a professional level of service is maintained
- Acknowledging work received, providing accurate target dates and updates throughout the process
- Reporting of results to the customer following approval from the laboratory in a timely manner to ensure Turnaround times are maintained
- Key account management support
- Ensure all documentation issued is correct before being received by the customer
- Liaising with Laboratory daily to ensure service levels expected by customers are maintained
- Liaising with Commercial staff to ensure business consistency of communication

General H&S Responsibilities:

- Comply with Health & Safety requirements: as per training, policies, procedures, risk assessments, method statements, safe systems of work etc.
- Actively seek to improve safety culture.
- Report any H&S issues/accidents/near misses to your line manager immediately.

Other General Responsibilities:

- Any other duties as required by line management, commensurate with the post holders level of training and competence

Knowledge, Skills and Abilities:

- Experience in another administrative or supportive role
- Experience of developing and maintaining customer relationships
- Excellent attention to detail
- Excellent communication skills
- Able to use Microsoft applications including, Outlook, Word and Excel
- Highly organised and able to work logically, either as part of a team or independently
- Good problem-solving skills



Salary:

- Competitive

Job Type:

- Full-time, Permanent
- Monday to Friday

Benefits:

- Company events
- Company pension
- On-site parking
- Group Life Insurance

Supplemental pay types:

- Bonus scheme

Work Location:

- In person