

Job Description

The purpose of this role is to support the Business Support Manager and other colleagues as necessary, to ensure the smooth running of the office and the systems of the Company and to ensure the highest possible level of customer service.

This position reports to our Administration Supervisor

Why join CoolLED?

CoolLED designs, manufactures and markets cutting-edge LED illumination systems for microscopy, advancing biomedical research and other high-tech industries. There are many reasons to join the team, and here are just a few...

- **Make a difference:** We are proud of our role as a trusted supplier to leading global brands such as Olympus and Nikon, and also as a pioneer of research into illumination technology in collaboration with leading universities.
- **Team spirit:** Everyone in our team contributes to the success of the company. We are seeking like-minded individuals to join us and enjoy a role which stimulates and is rewarding. Working at CoolLED, you will be a part of a family-style team who often get together for social or charity events.
- **Being greener:** Our technology replaces toxic, energy-hungry mercury-based illumination. This emphasis on sustainability runs through the whole of CoolLED, and you can be part of our constant drive to reduce our environmental impact.

“It’s fascinating to be at the forefront of technology and see how an idea is transformed into a product that brings real-world benefits to some of the most respected scientists around. You feel part of something, and your colleagues will always go out of their way to help you do your bit.” Dr Isabel Goodhand

About this role

As an Administration Coordinator you contribute to the success of our Business Support Team by:

- Performing day-to-day administrative tasks such as maintaining information files and processing paperwork
- Greeting visitors and helping to make them welcome
- Handling order processing from receipt of order through to invoicing and shipping
- Handling purchasing from receipt of purchase demand through to product receipt
- Creating customer product quotations as directed
- Managing Loan Equipment stock; responding appropriately to requests and following up to ensure loan stock is returned

- Maintaining logs of products and loans
- Answering incoming telephone calls and routing enquiries within the organisation
- Maintaining a high level of Customer Service when handling customer enquiries
- General administrative duties such as handling post

How will you make an impact?

As an Administration Coordinator you have the opportunity to support the smooth running of the whole organisation. By offering industry leading service to our customers and ensuring a high quality of assistance to colleagues, you will enable the efficient running and growth of the company.

We think this position will be right for you if...

- You are confident
- You are dependable
- You have great attention to detail and an organised approach to work
- You have a team and customer focus
- You are flexible and adaptable
- You have a proactive approach

This position is based at our headquarters in Andover. Staff are expected to be willing to travel as their role requires to visit customers and partners worldwide.

What CoolLED offers...

"I am able to adapt my chosen working hours around personal commitments and preferences which is so attractive. Being able to work a full week, interact effectively with my colleagues, and have a degree of freedom is fantastic!" Luther Hindley

- A positive and inclusive working environment
- A 37.5 hour working week
- Flexible working hours to optimise your work/life balance
- 25 days personal vacation + 8 statutory bank holidays
- Competitive salary plus a company profitability bonus
- Life Assurance / Death-In-Service benefits
- Contributory pension scheme
- Health Insurance (optional at cost for employee's family)
- Parent company (Judges Scientific PLC) Share Incentive Plan

If you have any questions about this role or would like to apply with your CV/resume and a covering letter, please contact us at jobs@cooled.com

CoolLED's Mission

To contribute to science by developing illumination systems that enable research and provide the technology to improve people's lives.

Our Values

Ambitious



in being the best in our industry in all aspects of the business.

Pioneering



in creating ideas to solve problems.

Fair



respecting the people and environment with/in which we work.

Committed



to adding value in everything we do for the benefit of our customers, staff, shareholders, partners and suppliers.

Supportive



in developing and retaining great people allowing them to play to their strengths.