

## Job Description

### Job Role: Administration Coordinator

#### 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

#### 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 delivery (including courier and customs queries)
- 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 do 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 is right for you if...

- You are dependable
- You have great attention to detail and an organised approach to work
- You can efficiently manage a varied workload
- 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...

- 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

## CoolLED's Mission

To advance science and industry with cutting-edge, solid-state illumination systems that transform optical inspection and imaging research to better people's lives

## Our Values

### Ambitious



in what we plan to achieve

### Committed



to deliver our ambitious plans

### Supportive



of our customers, each other and the environment

### Innovative



in how we solve challenges