

## **Countrywide Tax & Trust Corporation Ltd**

### **Administrator**

We currently have a vacancy for a full time experienced Administrator.

Hours are Monday – Friday. 9.00 am to 5.00 pm

Salary £16,500.00 - 18k plus, dependant on experience.

Set out below are descriptions of some of the main duties required for the post of a Administrator at Countrywide Tax and Trust Corporation Ltd.

#### Customer Service - Telephone Calls

Employees should be able to deal with telephone calls in a professional and efficient manner. Electronic searches using the company's systems (whilst the caller is on the telephone) may be used to resolve any queries the caller may have. We are a service industry and therefore high standards of professionalism are required when dealing with Clients and Advisers alike.

#### Communication skills

A high standard of written English is required in order to respond to enquiries either by email or letter.

#### Administrative skills

They should be familiar with all aspects of general office duties and admin. In addition they should be PC literate – The candidate will require a thorough working knowledge of using MS Outlook/Word and a basic level of using MS Excel.

#### Computer systems

Countrywide's workflows are centred around its electronic systems; employees therefore should be able to carry out searches, electronically view documents, input data and correspond by e-mail quickly and efficiently following training.

#### Drafting documents

Employees may be expected to draft documents with no/minimal typing errors. Names of clients and correct postal addresses are examples of drafting where particular care must be taken. Style of language should be appropriate to the targeted audience and grammar/punctuation should be of a very high standard.

#### Teamwork

Employees must work well together and provide assistance to each other when necessary. This will usually only be achievable if each employee is in control of their own workload and aware of their colleagues' cases.