



Marketing Apprentice - Business Support Administrator

Join a fast-growing business that supports your personal progression

Job title: **Marketing Apprentice - Business Support Administrator**

Salary: Negotiable depending on experience

Working pattern: Office hours: Monday – Friday 8am-5pm

Location: Windmill Leisure Golf Range, Henfield Road, Westerleigh, Bristol, BS36 2FE

Our vision for MJP

We're building a unique electrical company in Bristol, Bath and South Wales. A team that is renowned for responsive communication, the high standard of our workmanship and the reliability of our people. We're ambitious and we're growing the business while retaining our reputation for excellence.

Your part in our vision

MJP Electrical Services have an exciting opportunity for a Business Support Administrator to join our team, undertaking a range of administrative tasks to support the Customer Service /Scheduler, Finance Operations Assistant and HR. The right candidate will need to be able to work in a fast-paced environment and be versatile across the teams. Your day-to-day duties will include although not exclusive.

Communicating with customers

- Answering incoming telephone calls in a timely, polite manner
- Making outbound calls to customers for feedback at the end of a project
- Promptly responding enquiries received by email and through Check-a-trade
- Keep the customer informed with the status of their job

Scheduling jobs

- Supporting the operations assistant to schedule new jobs in a suitable time slot for the engineers
- Helping to prepare and manage the weekly engineer schedule
- logging new enquiries and service requests in the company systems

Finance Admin

- Chasing invoices
- Reconciling Purchase Orders/Invoices
- Creating Spreadsheets
- Ad Hoc duties



HR Admin

- Assisting with the hiring process
- Scheduling employee training
- Entering employee records into company database
- Minute taking
- Updating employee holiday and sickness records
- Handling confidential information
- Payroll
- Any other duties that maybe reasonably required for the role

Marketing

- Gathering content, video and photos
- Scheduling Social Media Posts
- Creating marketing assets

Business development

- Contributing to marketing ideas and strategies
- Opportunities to explore any career path of interest in marketing, sales, accounting HR etc

Professionalism

- Speaking to customers in a friendly and informative way
- Reporting to the Operations/Finance Assistant and Directors
- Escalate feedback from any unsatisfied customers to the Operations Manager
- Attending regular performance meetings
- Attending relevant training sessions

Qualifications and experience you need for the role

- Good standard of education with a minimum of 5 GCSE's grade 9-4/A*-C, including Maths and English
- Proven experience of working in a fast-paced environment, whilst focusing on delivering exceptional customer service.
- Experience using Microsoft Office applications such as Word and Excel
- Fluent in English

Personal qualities

- Passionate about customer care
- Problem solver
- Ambition
- Resilient and able to work under pressure
- Friendly and outgoing



- Ability to approach work with a positive attitude
- Excellent verbal and written communication skills
- The ability to multitask and think on your feet is a skill we admire
- The ability to become an expert in our in-house computer system and the services we offer

The 'nice to have's':

- Full UK driving licence and access to your own car for meetings and training

What we can give in return:

- Performance bonus
- Pension scheme
- WPA Private Healthcare
- 20 days' holiday plus bank holidays pro rota
- Gym membership
- On-site parking
- Team fun days and evenings out

Development opportunities:

- Opportunities to develop your career and branch out into other areas of the business that interest you

