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## Business Support Associate Job Description

Job Title:	Business Support Associate	Main Function:	To support the everyday operations of the business
Company:	Ocean Chandlery	Reports to:	Sales team
Location:	Thornham Marina, Emsworth		

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### Qualifications/Experience Required:

#### Essential:

Educated to GCSE level standard (or equivalent)  
Experience using Microsoft applications (Word, Excel etc)  
Confidence handling phone calls and emails from customers and suppliers

#### Desirable:

Some experience on the water (yacht, dinghy, powerboat, windsurfing etc)  
Experience using Sage (or similar) accounting software

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### Specific Responsibilities and Activities:

#### 1.) Sales

- a. To manage enquiries regarding ongoing customer orders.
- b. To liaise with our suppliers on the status of outstanding purchase orders.
- c. To resolve issues regarding delivery with our couriers.
- d. To ensure you are up-to-date and informed on import/export rules.
- e. To support the Store Manager with tasks relating to stock control (eg: stock counts)
- f. To support the sales team with any other administrative tasks required.

#### 2.) Accounting

- a. To ensure supplier invoices are received and processed.
- b. To process supplier returns and ensure credits are received.
- c. To ensure all customer payments are received and allocated.
- d. To ensure all other day-to-day accounting tasks are completed in a timely manner.

### 3.) Health and Safety

- a. To ensure all new staff are briefed on Health and Safety policy and procedures.
- b. To ensure risk assessments are carried out and recorded appropriately.
- c. To ensure all Health and Safety documentation is kept up-to-date.
- d. To arrange inspections and site visits from relevant trades as required (eg: fire extinguisher servicing, PAT testing).