

Job Title	Guernsey Office Manager
Department /location position based	Guernsey Office
Responsible to	Direct: General Manager Guernsey Indirect: Financial Director & Office Mg (Jsy)
Responsible for	Direct: Customer Service Admin x2 Indirect: Engineers x2 (direction)
Job summary (the overall purpose of the job)	Manager - Engineering Administration & Mercury Customer Service

Core Role

- Office Management - Guernsey
- Engineering Administration – Guernsey

Office Management - Guernsey

Management of the Customer Service Function, Sales Ledger and the showroom. Raise and drive any issue that does not have a full work flow.

- Take orders, process, send copies of invoices
- Take enquiries, process credits where appropriate
- Manage Incoming phone calls/Answering machine/ Daily Post
Minimize by directing to B2B
- To support the front desk, answering the phones and dealing with walk in customers if needed
- Email Customer Statements at Month End
- Involved in Customer reconciliations – advise Jersey if any issues

Debt & Cash Management

- Manage Card & Cheque/Cash payments
- Daily Payment Postings
- Control & reconciliation of Petty Cash

Management of Guernsey Debtors

- Review and control of Guernsey Debtors
- Daily reporting
- Chase debtors, email/direct contact, issue letters and legal if required

Other responsibilities

- to maintain and update the Guernsey Admin folder structure
- improvement and development of all stages of the Guernsey Administration
- general office & showroom tidiness

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Pitronnerie Road Industrial Estate
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Email: salesgsy@mercurydistribution.com

- assist with stock checks, counting and inputting
- assist with other Admin tasks and projects as requested by General Manager, Office Manager in Jersey and Financial Director

Engineering Administration - Guernsey

Control & Management of the Guernsey Engineers & Service Module. End to end Workflow, order through to payment.

- Point of contact for all customers (Hospitality, Medical, MVS etc), requiring engineering service, repairs etc
- Schedule Engineers diary & Work flow
Control the engineers (x2) diaries, make sure these are kept up to date and that they are completed by the engineer. To organise and book call outs suitable at a time/date for both engineer and client.
- Oversee BC Service Module input and management. Initiate, control, manage and bring to completion all Jobs.
 - Raise Jobs, raise PO's, raise quotes, invoicing labour & parts
 - Raise PO's
 - Bring jobs to completion in a timely matter, escalate
 - Management of Service Tiles (Business Central)
- Facilitate the Management of the Engineering works with the GM, through regular meetings, updates, communications with all Guernsey Teams members.
- Control, manage, process the Engineering Purchase Ledger. Calculate monthly payments, communicate to Jersey. Maintenance of Supplier Accounts

Key Systems

Business Central	
File Manager – Folder Structure	
Microsoft 365 & Teams	

A great opportunity for a role in a fast moving, growing local trading business.

As Guernsey Officer Manager you will control and manage the administration associated Engineering and Medical side of the business, including Purchase Ledger while overseeing the Hospitality Customer Service & Office functions.

The role requires a level of understanding of the workflow from Purchase Order through Receipt of Goods, invoicing and payment. It is perfect for an admin person with a high degree of integrity and accuracy, who is wanting to understand the business.

You will use Business Central, so experience of this will be useful, but not essential

You will report directly to the Finance Director in Jersey but have a close working relationship with the General Manager in Guernsey.