

<b>JOB TITLE</b>	Administration Assistant	<b>PRIMARY LOCATION</b>	Inverness
<b>DEPARTMENT</b>	Admin	<b>HOURS OF WORK</b>	Mon – Fri, 9am – 5pm
<b>SALARY</b>	T.B.C	<b>CONTRACT TYPE</b>	Permanent

### HIGHNET

We provide a wide range of innovative and progressive telecommunications solutions, products and services to business across the UK through our dedicated Channel Partners. We are an Internet Service Provider and built our own ISP network - Scotland's first business-only next generation IP network.

We are accredited with both Investors in People and Investors in Young People and have a strong commitment to staff training and development.

Our staff take great pride in ensuring that every client gets a best in class experience; this makes our customer retention one of the highest in the telecoms industry. Each team has specialist skills ensuring that we remain experts in our field and drive long-term business relationships.

### JOB DESCRIPTION

#### RESPONSIBILITY

As Administration Assistant, you will be responsible for various office admin including reception duties, while managing our hardware stock and assisting our Service Delivery Manager with Operations tasks

#### MAIN DUTIES\*

1. Reception duties, including welcoming visitors and preparing meeting rooms
2. Manage mail and courier services for outgoing post/ deliveries and customer collections
3. Monitor levels of office supplies (e.g. stationery, tea/ coffee, uniform) and placing orders as required.
4. Manage hardware stock for customer orders
5. Book travel, accommodation, training events, venues etc. as required
6. Create and maintain customer accounts in our internal systems
7. Complete Operations tasks, including organisation of company cars, arranging maintenance checks and assisting with Health and Safety.

#### OTHER DUTIES\*

1. Complete projects to update our data records
2. Answer overflow calls from other departments

*\*This list is not exhaustive, and all personnel may be required to perform duties out with their normal responsibilities from time to time.*

REQUIRED SKILLS	ESSENTIAL	DESIRABLE
<b>EDUCATION &amp; TRAINING</b>	<ul style="list-style-type: none"> <li>• Minimum of National 5 equivalent in English</li> </ul>	
<b>RELEVANT EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Competent using Microsoft suite</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in telecoms industry</li> </ul>
<b>SPECIAL SKILLS</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills, both verbal and written</li> <li>• Strong data entry skills</li> </ul>	
<b>PERSONAL QUALITIES</b>	<ul style="list-style-type: none"> <li>• Adaptable to change and comfortable working in a fast-paced environment</li> <li>• Ability to prioritise effectively</li> </ul>	

The successful candidate will have the passion and determination to deliver a best in class service to all customers. They will be a strong team player with innovative thinking but will be equally comfortable taking ownership of their tasks and working under their own initiative.

To apply for this position please email your CV to [recruitment@highnet.com](mailto:recruitment@highnet.com)