

# Stock & Operations Coordinator

## Job Specification



### About the role:

As a result of rapid growth plans a fantastic opportunity has arisen for an Operations Coordinator to join our incredible Operations team. This is the ideal role if you are looking to join a successful and growing organisation, that can offer you long term career development in an expanding operations team. You should have a strong desire to support customers by always offering exceptional service, as well as an aptitude for administration including maintaining data within our systems and other back-office duties.

This role has been created to support the rapid expansion of the company and would suit a highly competent individual with strong and effective communication skills. As a member of the operations team, you will have a broad remit and will provide assistance across a number of areas of the organisation including Warehouse, Operations and Finance. Working closely with the Sales Operations Manager, you will also provide administration support to our dedicated sales force and technical teams.

The ideal candidate will be proactive, motivated with the ability to prioritise in fast paced environment. We are looking for a team player, with a can-do attitude! Strong attention to detail, high standards in quality of work and the ability to adopt to different working styles and needs are an important requirement for this role.

### You will be responsible for:

As part of the operations team, you would be responsible for the following;

- Providing the highest level of Customer Service both internally and externally
- Arranging the dispatch and shipment of product to customers – this may require some lifting of goods
- Coordinating and monitoring of incoming and outgoing stock movements
- Liaise with customer service and managing all returns of goods in the warehouse.
- Maintaining records and files for shipments and obtaining PODs for all shipments
- Processing claims/credits for and damages or losses incurred etc.
- Communicating and build a strong relationship with other departments in the company
- Creating new, accurate listings for merchandise on the stock management system
- Coordinate admin between the Academia Lifecycle & Academia
- Assistance with key projects via liaison between project delivery and tech teams
- Internal IT Service Administration including but not limited to;
  - Ownership of Academia New Starter Process
  - Procuring Staff Equipment and accessories
  - Liaison between HR and IT teams

- Internal Stock checking on site at the Reading Office
- Arranging shipments and collections
- Maintaining Asset Register
- General ServOps administration duties as required.
- Assisting with and contributing to business process improvement

## Key Skills:

- Aptitude for data and reporting
- Analytical and process driven
- Aptitude for various systems and platforms, including administration & customisation
- Natural problem solver
- Very good knowledge of Microsoft Office suite, esp. Excel
- Detail oriented and organised
- Have an ability to work independently, autonomously and take initiative
- Can multi-task and proactively manage various issues and conflicting priorities
- Have strong and effective written and verbal communication skills
- A can-do attitude
- Exceptional standards in quality of work
- Detail-oriented and organised
- Highly motivated and enjoy a fast-paced environment

## Why Academia?

Academia Group is a fast growing, highly accredited, award-winning group of technology companies with a strong footprint in the educational space. We specialise in supplying software, IT hardware, training, and managed service solutions to both public and private sectors.

Established in 2003, we employ over 150 dedicated professionals across multiple locations throughout the UK with a group annual turnover of over £90m. We partner with the world's leading technology manufacturers and have the accreditations, certifications, and awards to demonstrate our expertise and ability.

## Benefits

- Gym Membership contribution
- Health Cash Plan
- Life insurance
- Flexible working hours
- Increased annual leave with length of service
- Free annual leave day on your birthday
- And much more...