

# Vacancy Newsletter

26<sup>th</sup> March 2021

east lothian  
**works**

**Role:** Client Advisor  
**Company:** Ladybird Self Storage Ltd  
**Location:** Tranent

This is a permanent part-time position working 13 hours per week.  
Salary £9 ph

## Primary Duties

The successful applicant will be involved in the day to day operations of the Self Storage facility including booking in new Customers and being a point of contact for existing Customers.

- Answering inbound telephone calls from existing and potential Customers.
- Handling sales enquiries, account enquiries and payments.
- Outbound telephone calls following up Sales enquiries.
- Providing tours around the facility to potential Customers.

## Computer Skills

The successful application will be competent on all software required to run the facility. Experience of Microsoft Office (including Microsoft Word, Outlook, Excel) would be an advantage. Accurate data input using our in-house database package called Space Manager.

## Administration

Attention to detail is important in all aspects of the day to day running.

- General administration including filing
- Good Housekeeping ensuring Store standards are maintained
- Enquiry handling and ISO Procedures must be followed
- Health and Safety procedures must be followed
- The successful applicant will be a Key Holder.

<https://uk.indeed.com/jobs?q=new&l=Haddington&radius=15&fromage=3&advn=5293766395662979&vjk=f9a636af62fc9662>

**Role:** Receptionists  
**Company:** Kitchin Group  
**Location:** Gullane

They have permanent full time and part time positions available at The Bonnie Badger.

The Bonnie Badger, established in 1836 and located in the heart of Gullane, is a charming country hotel, lovingly restored by Tom and Michaela Kitchin and their team. Awarded 5 Stars by AA, the hotel features 14 bedrooms, an impressive dining room, a pub bar, and an outdoor garden area.

**You will be responsible for:-**

- Meeting and welcoming guests upon arrival
- Handling reservations
- Answering general enquiries by telephone and email
- Preparing daily briefings for the team
- Assisting various hotel departments with their duties, as required

**Ideal candidates should have:-**

- A background of working in a similar role
- Excellent customer service skills and a desire to exceed expectations
- Enthusiasm for providing hospitality
- Strong communication and teamwork skills
- Great attention to detail and organisational skills
- Understanding of working under pressure to achieve high standards
- Flexibility and adaptability to work a variety of shift patterns
- Working knowledge of Microsoft packages
- Knowledge of Guestline reservation system is desirable

You will be joining an exciting and expanding organisation, with excellent training and development opportunities and competitive salaries.

<https://uk.indeed.com/jobs?q=All&l=Haddington&radius=15&fromage=3&vjk=3b4a12e3eac5cee2>

**Role:** Admin Assistant  
**Company:** Sophie's Sparkle Cleaning Services  
**Location:** Musselburgh

Salary: £12,719 - £18,000 a year - Full-time, Part-time

**Admin Assistant Job Duties:-**

- Entering customer details quickly and accurately into database.
- Dealing with incoming customer enquiries, ensuring correct information is provided, systems are updated, and all relevant persons are informed.
- Planning of all types of services to ensure departmental KPI's are met.
- Outbound telephone calls to request additional information following online enquiry.
- Dealing with customer complaints to resolution, passing on to relevant person
- Running reports through in house system and excel on a weekly, monthly and adhoc basis to meet business and client requirements.
- Ensuring compliance to internal SLA's
- Ensuring compliance platforms are updated.
- Adding new employees onto our internal on-boarding system
- Collating information for Supervisor's as required.
- Responding to emails sent from the general enquiry box to answer customer questions and queries.
- Processing and issue purchase order numbers.
- Ensuring CRM is maintained and up to date
- Additional duties as the business requires.
- Management of incoming calls in a professional and courteous manner.
- Forward phone inquiries to the appropriate staff members.
- Greet visitors and clients.
- Management of daily attendance sheets or timesheets.
- Communication of relevant information to management.
- Planning of office events, booking travel arrangements for managers.
- Monitoring compliance with HR procedures.
- Management of employee absence information.

**Requirements:-**

- Work experience as a Admin Assistant or similar role
- Advanced MS Excel skills (creating spreadsheets and updating spreadsheets)
- Organizational and time-management skills
- Attention to detail, with an ability to spot errors.

<https://uk.indeed.com/jobs?q=new&l=Haddington&radius=15&fromage=3&vjk=cda1b93244b2af9a>

**Contact:**

East Lothian Works, 9-11 Lodge Street, Haddington EH41 3DX

Tel: 01620 827262

Email: [ELworks@eastlothian.gov.uk](mailto:ELworks@eastlothian.gov.uk)

