

**Personal Assistant & Office Manager**

**Job location: Woking, Surrey**

**Main Duties**

- Be familiar with the latest YAA YAA LONDON jewellery
- PA support for Directors including diary management
- Assist with the new stock room set-up and label the trays
- Take responsibility for the security of the stock room – only Directors and the PA/Office Managers may enter the stock room.
- Work with the Customer Care Staff and deal with incoming customer queries via the Customer Care inbox within 24 hours (apart from weekends) in a timely manner as required by email and/or telephone ensuring the customer always has a pleasant experience and give feedback to Directors – good and bad.
- Provide styling advice where required (customers often want 'something to match') and help them choose their jewellery. You can assist with 'putting a look' together for them.
- Provide customers with a Returns Form when requested in a timely manner.
- Book labels online for outgoing parcels: we use DPD and DHL– training will be provided on these platforms (assistance is on hand during busy periods)
- Track occasional lost parcels and claim with the relevant courier company as required
- Liaise with our wholesale co-ordinator and print, pick and pack wholesale and customer orders and labels – every single order must be beautiful!
- Train order fulfilment staff (and assist with their recruitment and/or termination)
- Ensure all parcels are handed to DPD and DHL each day.
- Manage the order fulfilment staff (assist with recording their time sheets on our HR system, Citrus HR) and provide performance feedback to Directors
- Order supplies for the office and forward receipts to DEXT
- Assist with quality control of jewellery and train order fulfilment staff to do the same
- Offer suggestions for an improved working environment
- Ad-hoc duties as and when required
- Assist with the set-up for events
- Assist with cleaning the office
- Leave handover notes for your job-share to ensure a seamless service

**Future duties**

- Assist with Xero stock management software
- Be available for team meetings and organise refreshments for client meetings

**Required attributes**

- **An eye for detail is essential for this role**
- **3yrs+ proven PA experience**
- **Excellent IT skills including Microsoft Office**
- **Highly organised with the ability to work well under pressure**

- Adhere to the confidentiality clause within your contract – Please do not discuss the office workings outside of the office.
- The ability to work as part of a team and on your own and use your initiative effectively after the training period
- A pleasant communication manner, by email, telephone, and face to face
- An appreciation for bold and colourful creations and textures
- A willing spirit and genuine desire to learn new things
- The ability to manage order fulfilment staff and provide correction where necessary
- Photography skills desirable but not essential

#### Benefits

- Paid holiday
- Pension
- A relaxed but focused working environment – dress code: comfortable
- A varied and involved role
- 25% off all YAA YAA LONDON jewellery
- Free parking