

# JOB DESCRIPTION

**Name:**

**Job title:** Buying Administrator

**Reporting to:** Managing Director

**Revision date:** February 2022

<b>Key Accountabilities – Buying &amp; Publishing Administration</b>
Setting up and maintaining supplier/product database records.
Set up stock records for exclusive and distributed titles across external databases.
Maintain product information for trade and public websites including images, synopses, additions, deletions and category information.
Keep publication dates for forthcoming products up to date across internal and external databases.
Handling administration for replenishment stock purchases and various sundries including checking cost prices, raising and sending purchase orders.
Manage price change/information changes on product records and communicate changes to relevant customers and staff.
Manage new editions process including delisting and returning previous editions, updating stock database, providing updates to relevant customers and staff.
Source, set up and order special order titles.
Produce weekly stock IN OUT AMENDS information.
Update sales orders based on product status changes.
Monitoring and following up out of stocks, non-supplied purchase orders and supplier back orders.
Answer product queries direct from customers, sales team, sales office and warehouse staff.
Maintain external storage spreadsheet and call off stock as required.
Process supplier returns.
Manage end of line titles, samples, damages and old editions.
Maintain consignment and distribution supplier files.
Produce monthly consignment and distribution publisher spreadsheets/reports/invoices.
Produce royalty reports and statements.
Maintain buying authorisation files.
Process goods in paperwork and manage delivery and invoice errors to resolution.
Investigate arising stock discrepancies and adjust as necessary.
Manage laminated map ordering process.
Request new title information and images from suppliers.
Manage generic buying email inbox.
Manage administration of stock take process and deal with associated queries.
Engage with suppliers representatives and sales agents.
Provide ad-hoc support to Commercial Director plus cover over holiday periods.

<b>Key Accountabilities - Sales Administration</b>
Answer and field incoming customer calls on a rota basis.
Process orders received from customers and sales team via phone, email and post on a rota basis.
Prepare sales/product reports for customers/sales team as required.
Provide support to sales team and senior management.

<b>Required Skills &amp; Attributes</b>	
Academic/Technical Qualifications	<ul style="list-style-type: none"> <li>• SCQF Level 4 Maths (or equivalent)</li> <li>• SCQF Level 4 English (or equivalent)</li> </ul>
Knowledge and Experience	<ul style="list-style-type: none"> <li>• Must have a solid background in administration-based roles.</li> <li>• Experience in a commercial environment will be beneficial.</li> </ul>
IT Skills	<ul style="list-style-type: none"> <li>• High level of computer literacy and be a competent user of Excel.</li> <li>• The ability to pick up new programs and systems easily.</li> </ul>
Personal capabilities	<ul style="list-style-type: none"> <li>• Be thorough and diligent with good attention to detail.</li> <li>• Be able to work quickly and accurately on detailed data entry work.</li> <li>• Have a procedural mind and be able to work systematically.</li> <li>• Be able to work well under your own initiative and under direction managing your time effectively to ensure deadlines are met.</li> <li>• Be able to manage multiple priorities simultaneously and have a good memory for where projects are.</li> <li>• Able to adjust your work rate to cope with seasonal demands.</li> </ul>
Communication Skills	<ul style="list-style-type: none"> <li>• A high level of verbal and written communication skill.</li> <li>• A friendly telephone manner.</li> <li>• Confidence with email and telephone communication.</li> <li>• The ability to communicate effectively with team members at all levels including senior management is essential.</li> <li>• Able to build rapport with many different types of people and adjust approach accordingly is essential.</li> </ul>
Attitudes and Behaviour	<ul style="list-style-type: none"> <li>• Have a pleasant and approachable attitude and genuinely want to help.</li> <li>• Have a desire to increase skills and knowledge base.</li> <li>• This role will suit someone who is keen to be a valuable and visible member of a small team.</li> <li>• Ability and desire to deliver exceptional customer service is essential.</li> </ul>