

Position: Office Administrator
Reports to: Office Manager
Contract Type: Permanent
Salary: Depending on experience
Location: Dublin HQ

Overview

We are looking for an Office Administrator on a permanent, full-time basis to join our friendly team in the Dublin office. This is a key role as your focus will be offering administrative support to the Internal Sales and Procurement team. You will also be dealing with customers, branches and suppliers on the phone and via email, building and developing relationships with external stakeholders and providing excellent customer service. If you take pride in a job well done with a strong attention to detail and enjoy building and developing relationships, then this could be the role for you.

Key Responsibilities

- **Administration:** Provide full administrative support across the procurement and internal sales team providing a service of excellence to all customers and work colleagues along with any ad hoc administrative tasks to be completed.
- **Processing Orders & Payments:** You will be responsible for the processing of purchase orders and internal branch order requests via our bespoke ERP system. Ensuring all orders have correct pricing and product codes before processing on Sage.
- **Customer Service:** Ensuring all customer queries are dealt with in a timely and professional manner. This could be checking stock availability, following up on quotes and pricing, and providing ETAs on products and deliveries.
- **Onboarding New Customers:** Acting as the first point of contact for new customers supporting them through the online forms and any queries they may have.
- **Stock:** Ensuring supplier delivery dates are up to date to keep branches informed. Allocating stock when booked in to branch and customer back orders.

Skills, Knowledge, and Qualifications

- Experience in an administrative role, either sales administration or procurement.
- Good understanding of purchasing/procurement function and principles
- A confident communicator.
- Be organised & have excellent attention to detail.
- Ability to work effectively as part of a team and willing to undertake other duties in line with the needs of the business.
- Basic data entry and computer skills.
- Able to work under pressure and eager to take ownership of your tasks.
- You are reliable and a good timekeeper.

What we can offer you:

This is a permanent full-time role. You will be working in the Dublin HQ, 08:30 – 5:00pm Monday to Thursday, and 08:30 – 4:00pm on Fridays.

- 21 days annual leave plus bank holidays
- Auto enrolment Pension Scheme
- Full training

About Fortus

We are Fortus.

We're incredibly proud to be Europe's fastest-growing security distributor, and we're just getting started! Our branch network now stretches across the UK, Ireland, and the Netherlands.

We provide high value add solutions to our installation partners across our CCTV, Fire, Access, Intruder, Gate Automation and Monitoring divisions.

We work as a valued partner with some of the world's most innovative brands and solution providers including Hikvision, Paxton, Pyronix, and Apollo. We're proud to supply their products, all backed up with a combination of our team's vast real-life experience with unsurpassed product and technical knowledge.

We are Fortus. We're here to change the game.

Future. Secure.