Sarah Walton

Office Admin

List of Daily Jobs

Active List - 30 mins approx.

Send Viamed Delivery Notifications - Anything from 10 mins to 40 mins. All depends on what has been shipped that day.

Send VST Delivery Notifications - 5 mins to 10 mins. All depends on what has been shipped.

Test Website For Questions - 5 mins.

Answering the phone and dealing with any queries - this is done throughout the day.

Main Inbox - Forwarding emails to relevant person, dealing with any enquiries, orders/proformas/quotes and repairs. This is done throughout the day. If other members of office staff are off and they have received emails, these get dealt with in their absense.

Own Inbox - dealing with queries, orders/proformas/quotes and repairs sent direct from customers or forwarded from the main inbox. This is done throughtout the day. Some days are extremely busy and also depends on office staff we have working.

Processing Viamed Orders / updating orders - sent direct to me or from the main inbox. Done throughout the day.

Processing VST Orders / updating orders - sent direct to me from customer or direct to me only from SN via email or Skype. Done throughout the day as and when received. Some days are busier than others.

Processing Repair Quotes and or Orders - done throughtout the day. Some days are busier than others.

Processing orders from Vandagraph to VST - sent by Ryan direct to me.

Processing orders from Vandagraph to Viamed - sent by Ryan.

Checking orders others have processed - this is done throughtout the day.

Any amendments Cathy requires doing or documents that need emailing to customers – as and when required.

Changing Proformas to orders after payment has been received and add warehouse requests if needed – as and when required.

NB* When working on own or very short staffed, this adds to our daily work load. Any emails absent staff member/s has received direct from customers, any ongoing unfinished work, daily issues that require doing like invoices etc. Less people to answer the phone and deal with any

queries they might have.

Regarding VST – these are being forwarded to me only by Steve Nixon and when I am off, he forwards to Zoey to deal with.

Other Jobs

Weekly

Following up on any 8's that still not been confirmed by customers – time depends on how many I have on the system.

Check The Service Visit Logs - 5 mins to 10 mins.

Empty Bins In The Office - N/A Working from home.

Proforma And Quote Chasing - I go through the list on Intrastats and check for notes, updates, expiry dates and if not up to date I inform the person who processed of my issue etc. 20 mins approx.

Chasing any of my proformas or and quotes on the system with customers – depends on how many are to chase

VST Purchase Order Log - 5 mins to 10 mins.

Watering Plants - N/A Working from home.

Monthly

VST Review Stocks Of 8000004 - 10 mins unless stock is an issue, then it can take longer as I need to discuss with Steve Nixon and Cathy.

VST 8010004 - JJ-CCR Oxygen Sensors - Review Orders On System - All depends on if there are enough forward orders on the system. If not enough I need to contact customer regarding future requirements and also liasie with Steve Nixon. Anything from 10 mins to 30 mins approx.

VST 8010004 - rEvo Oxygen Sensors - Review Orders On System - All depends on if there are enough forward orders on the system. If not enough I need to contact customer regarding future requirements and also liasie with Steve Nixon. Anything from 10 mins to 30 mins approx.

I have ten audit issues to do but these only take a few mins to complete.

Every 6 Months

Software Validation Attempt To QA Some Stock - 5 - 10 mins.

Every 12 Months

Software Validation Unchecked Orders - I am unsure of how long it takes