

## Job Summary

Based in the beautiful market town of Framlingham Suffolk, Fram Farmers is one of the UK's largest farmer-owned input purchasing and crop marketing groups for professional arable and livestock farmers. We exist solely to serve and represent our significant membership base, our goal being to provide them with an unequaled service, together with the very best value for money for the purchasing and crop marketing activities that we undertake on their behalf.

An exciting opportunity has arisen for a confident and proactive Administrator to join this successful Farming Cooperative business to provide administrative support and essential back up to the Member & Supplier Accounts team.

To be considered for this position you will have gained previous administration and customer service experience. Knowledge of sales or purchase ledger processes is desirable but not essential. You will be responsible for a variety of activities including:

- Assist with member telephone queries dealing with disputes and corrections.
- Assist with Supplier telephone queries.
- Assist with Supplier statement reconciliations.
- Assist with monthly statement mailouts.
- Carry out reception duties including effective operation of the switchboard, registration of all visitors, and processing of incoming and outgoing post.

### **The ideal candidate will have the following skills and attributes:**

- Experience in delivering high-quality administration and customer service
- Good knowledge of Microsoft Excel, Word, and Outlook applications
- Strong numeracy skills
- Exceptional attention to detail
- Excellent communication skills
- Organised, methodical and rational
- Ability to prioritise
- Professionalism, positivity, integrity, reliability and trustworthy
- Approachable and ability to problem solve
- Commitment to delivering a high-quality service
- Ability to effectively adapt to change

If you have experience within a similar role and have the skills required, we would love to hear from you.

### **Benefits:**

- On-site parking (own transport is desirable due to location)
- Unique Pension Scheme
- Unique sick pay scheme
- Life Insurance (death in service)
- Income Protection for long term illness
- Private Healthcare
- Fram Farmers Membership
- Cycle to Work Scheme
- Mindful Employer (24 hour helpline)
- Interest Free Personal Loan (up to £5000)
- Electric Car Scheme
- Volunteering Opportunities