

# Dunell's

## **FULL-TIME Office Administrator**

Welcome to Dunell's, an award-winning independent wine and spirits specialist based in Jersey, Channel Islands. As a family-owned and run business, we are passionate about sourcing exceptional wines and premium spirits from around the world, offering expert knowledge, personal service, and a carefully curated selection for every occasion.



The business has received several prestigious national awards, including Small Independent of the Year 2019 at the International Wine Challenge, Independent Wine Retailer of the Year 2020 by Drinks Retailing, and Independent Drinks Retailer of the Year 2026, also awarded by Drinks Retailing.

We pride ourselves on offering an extensive selection of more than 2,000 wines from around the world, alongside a wide range of over 500 spirits, as well as liqueurs, beers, lagers, ciders and soft drinks. Our range also includes an excellent selection of deli foods, glassware and wine accessories. Our highly qualified and dedicated team are always delighted to provide customers with knowledgeable, personal and friendly service.

Our Office Manager is responsible for overseeing the day-to-day running of the office and ensuring that everything operates smoothly. The role involves creating and developing procedures, as well as implementing and reviewing them with other team members to improve overall continuity and efficiency across the business.

## **Job Brief**

- You will be working as part of a small but highly efficient team in our busy office.
- You will need to be comfortable being in constant view and in constant contact with our customers and your colleagues.
- You will be expected to always maintain excellent customer service.
- You will need to bring an incredibly flexible approach to the role, as no two days, or even hour are ever the same. One moment you may be on the phone with a customer, the next assisting on the till, or processing an order you have just taken. You might then help polish glasses for an important last-minute client tasting before heading back to the office to answer calls or assist a delivery driver looking for an invoice, all with a smile, and often before the shop has even opened.

## **Office Responsibilities**

- Receiving and processing customer orders via answering machine, email, phone, website and in person.
- Preparing accurate invoices and processing credits, ensuring all correct procedures are followed.
- Processing customer account payments and banking, including standing orders and monthly payments.

- Handling customer queries and enquiries via phone, email, and in person in the store.
- Following up with and chasing outstanding payments from debtors.
- Preparing monthly statements for emailing or posting to customers.
- Invoicing all En-Primeur and pre-release orders and following up once the wine has been received into stock.
- Covering the till area and shop floor as needed.
- Filing and scanning documents as required.
- Carrying out a variety of office tasks as required daily.
- Maintaining a clean and tidy office environment.
- Keeping office and till stationery stocked, including till rolls, gift vouchers, credit books, and other supplies.

There may be additional tasks as required, as everyone pitches in to support customers and colleagues whenever needed.

### **Requirements for the Role**

- Enthusiasm
- Flexibility
- Demonstrating strong IT skills.
- Possessing excellent numerical skills.
- Possessing excellent verbal communication skills.
- Demonstrating excellent teamwork skills.
- Demonstrating excellent organisational skills.
- Confidence
- Demonstrating excellent time management skills.
- Ability to manage multiple projects independently
- Ability to effectively multi-task.
- Proficiency in Microsoft Office.
- Covering for colleagues during illness or holidays and working in other branches of the company if required.
- Working overtime as required during the Christmas period.

## Hours

Full Time (6 months' probation)

Monday to Friday, with occasional Saturdays and evenings as required.

Hours: 40 hours per week over 5 days, between 7:30 am and 6:00 pm, on a rota system.

## Holiday Entitlement

4 weeks per calendar year, calculated pro-rata based on start date.

## Pay

Starting gross annual salary: **£29,390 - 6 months' probation**

Normal overtime is paid at time and a quarter, and evening events (after 6 pm) are paid at time and a half.

## Benefits

Pension: 5% employer-contributed pension.

Staff Discount – excellent staff discount.

Parking – Space in our main car park on a rota system, with free public parking available from October to April.

Loyalty Bonus – 5% loyalty bonus, paid in December for a full year's service.

