

Admin Assistant, Houston

Seatronics Vision and Mission

Seatronics are the Marine Technology Specialists. With our solution focused culture, engineering strength and extensive product knowledge, our vision is to remain the leading provider of marine electronics solutions to the global subsea market. We supply specialist subsea solutions pursuing excellence both in engineering capability and customer support. Our continually developing expertise allows us to provide full service capability on demand encompassing rental, sales, service & repair, calibration, personnel and asset management.

Overall Purpose of Role

Seatronics is responsible for carrying out the supply, installation and servicing of a wide range of marine electronics. As Admin Assistant, you will support the Operations Manager to assist in all areas of the operations management of the business.

Relationships: Reports to Operations Manager, liaises with all staff, clients and suppliers.

Key Responsibilities and Accountabilities

“Essential Functions” are primarily job duties that incumbents must be able to perform unassisted or with some reasonable accommodation made by the employer. This job description does not limit the tasks that an employee may reasonably be requested to perform. Substantive changes to this job description may be necessary to meet the changing business needs of the firm. Any substantive revisions to this job description require the approval of the Group HR Manager. Notwithstanding this Job Description, all Seatronics employees are at-will employees – each may resign at any time and for any reason, and the firm is free to terminate the employee at any time, with or without cause and with or without notice.

- Provide receptionist cover to deal with customer enquiries
- Update InspHire contracts with any contract changes including PO, Standby rates, Offhire etc as indicated by the Sales Team
- Raise purchase orders and cross-hire purchase orders as requested by the Sales team.
- On equipment return, ensure the stock system is updated and sales team is made aware of any missing/damaged items.
- Provide customers with missing and damaged notifications along with replacement costs and damaged costs.
- Assist with the tracking and invoicing of orders as well as lost and damaged equipment on a daily/monthly basis as requested
- Support the administration in line with various areas of compliance, including but not restricted to Customs/Export Control/Import/Anti-Bribery/QA
- Purchase stock for the Mold Shop
- Track and follow up on supplier orders
- General administration duties; e.g. copying, filing, arranging meetings, maintaining diaries and calendars, minute taking.
- Assist with the purchasing of office supplies
- Assist with collection, distribute and posting of mail
- Assist with booking of travel and accommodation

Experience and Qualifications

- Minimum of one year experience of office administration in an administrative environment is preferable
- Experience of effectively organising and prioritising workload to meet deadlines
- Experience of using Word, Excel and Outlook in the workplace to carry out a variety of tasks

Skills and Knowledge

- Excellent organisational and administrative skills
- Attention to detail with good customer service skills
- Good communication skills; e.g. copy writing, proof-reading
- Knowledge of computer based applications and hardware

Personal Qualities

- Ability to work as part of a team
- Results driven, ambitious and focused
- Outgoing team player with a professional approach able to communicate at all levels
- Ability to support the Operations team in their duties
- Ability to work to tight deadlines and remain calm under pressure
- Conscientious and helpful

Work Requirements

- Ensure effective self-management to work in accordance with the company's values, goals and objectives.
- Willingness to maintain Continual Professional Development to ensure your own knowledge base enhances Seatronics' capability and that you comply with the company's policies, processes and principles.
- Maintain integrity by being honest and transparent with staff, clients and suppliers in line with business policies.
- Highlight new technologies or working practices which may benefit the company by way of the Process Improvement Report (PIR) process.
- Actively participate in regular team and company events as required.
- Ensure we focus on being customer centric by developing good relationships with clients and suppliers and providing outstanding levels of service to ensure client needs are met on time, every time.
- Participate in the leadership and commitment of QHSE to ensure there is zero harm to our people, the environment and equipment.
- Take an active role in ensuring the quality of our products and services fully meets customer requirements.
- Ensure you work in line with various areas of compliance, including but not restricted to Customs/Export Control/Import/Anti-Bribery/Quality Assurance (QA).
- Ideally have a clean driving license and the ability to travel to global companies when necessary.
- Ensure you are deemed fit for the role or assignment being undertaken by undertaking medical examinations/tests and/or vaccinations in line with local legislation.

Competency requirements

Essential competencies that are critical for job success

7.2 Coping with pressures and setbacks

- Works productively in a high pressure environment
- Keeps emotions under control during difficult situations
- Balances the demands of work and personal life
- Maintains a positive outlook at work
- Handles criticism well and learns from it

6.1 Planning and organizing

- Sets clearly defined objectives
- Plans activities and projects well in advance and take account of possible changing circumstances
- Manages time effectively
- Identifies and organises resources needed to accomplish tasks
- Monitors performance against deadlines and milestones

6.2 Delivering results and meeting customer expectations

- Focuses on customer needs and satisfaction
- Sets high standards for quality and quantity
- Monitors and maintains quality and productivity
- Works in a systematic, methodical and orderly way
- Consistently achieves project goals

6.3 Following instructions and procedures

- Appropriately follows instructions from others without unnecessarily challenging authority
- Follows procedures and policies
- Keeps to schedules
- Arrives punctually for work and meetings
- Demonstrates commitment to the organisation
- Complies with legal obligations and safety requirements of the role

Desirable competencies for job success

3.1 Relating and networking

- Establishes good relationships with customers and staff
- Builds wide and effective networks of contacts inside and outside the organization
- Relates well to people at all levels
- Manages conflict
- Uses humour appropriately to enhance relationships with others

4.2 Applying expertise & technology

- Applies specialist and detailed technical expertise
- Develops job knowledge and expertise through continual professional development
- Shares expertise and knowledge with others
- Uses technology you achieve work objectives
- Demonstrates appropriate physical co-ordination and endurance, manual skills, spatial awareness and dexterity
- Demonstrates an understanding of different organisational departments and functions

