



Shipping and Office Administrator

Who we are

We are an exciting and dynamic company that works at the cutting edge of automation technology. Focused on the fast moving entertainment industry, we design and sell premium products that allow designers and artists to express their creativity and push boundaries through the use of eye-catching scenic motion.

As specialists in the live entertainment arena Kinesys products can be found in use in venues and on pop concerts, TV shows, films and corporate events across six continents and has a reputation for quality, design and service that is second to none.

What you'll be doing

Our customers come to us because they know we'll deliver what we promise. The show can't happen without us. Our reputation depends on it so we don't take chances; we plan, we prepare and we deliver. You'll be an essential part of that process.

Reporting to the Operations Manager, you'll be responsible for making sure our products are shipped across the world securely, on time and cost effectively. You'll also help support the general running of the office, including providing support to our Training and Support team, general administrative duties, and managing our visitors' experience.

How you'll do it

- You'll ensure all the right documentation is stored to verify the high quality of our products, including documentation from suppliers and our in-house testing sheets
- You'll print, bind and distribute our product manuals to our customers
- You'll liaise with freight forwarders and couriers to book shipments to meet the timelines we've agreed with our customers
- You'll produce and check all shipping documents, including picking notes and commercial invoices
- You'll keep accurate and up to date records of all product shipments, including serial numbers, so we know where our products are at all times until they're safely received by our customers
- You'll liaise with Finance to ensure shipping invoices are paid and payments for repairs are received
- You'll provide support to our Training team, booking attendees onto in-house courses, arranging catering, and any administrative support required
- You'll assist our Returns team, issuing Returns Authorisation Numbers to customers, logging returns into the system, issuing quotes and organising return shipping
- You'll produce reports on customer returns and shipping as required
- You'll be the face of Kinesys, answering phone calls to our office and directing them appropriately and greeting visitors when required
- You'll provide general office administrative support including printing, filing, photocopying, stationery and kitchen supplies etc
- You'll be organising Company events including summer and Christmas parties, and any other ad hoc celebrations.

Who you are

- You're meticulous and enjoy getting the details right. You can spot errors a mile away
- You're super organised and are a lover of lists. You know what needs to be done and are skilled at prioritising your workload calmly, even when under pressure
- You want to impress people and will go the extra mile to make people feel good about the service you deliver
- You like people. You know how to deal with people to get the result you need and understand the importance of great relationships
- You've got heaps of initiative and enjoy finding solutions to problems
- You take part and join in. You understand that you have a voice and enjoy collaborating with others to make things happen

Your experience and knowledge

- You've got strong general office administration skills
- You've got intermediate level Microsoft Office skills, particularly in Excel
- You've got experience of working with customers to provide great service
- Experience of dealing with freight forwarders and couriers is an advantage, but not essential

What you'll get at Kinesys

- Competitive salary
- Contributory pension scheme
- Annual leave, 20 days rising by one day per year of service to 25days (+ Bank Holidays)
- Extra guaranteed holiday on Christmas Eve and New Year's Eve (in addition to normal holiday entitlement)
- Flexible working (core hours policy)
- Annual £200 Entertainment Fund to spend on concerts, theatre, cinema
- Childcare Voucher & Cycle to Work schemes available
- Onsite gym and parking



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