

## **Job Description – Carer / Administrator**

Contract: 20-40 hours weekly

MASOL is looking for an Administrator with a background in care /nursing who will help us achieve our aim of becoming the first choice provider of mobility and daily living aids and home care for tourists and locals alike. Your focus will be on helping set-up our home care service as well as working as a carer for our customers. In addition, you will be consulting and advising our customers in our shop on products and services, recommending the most suitable products to buy or rent.

Being a start-up business with a small team, we are looking for someone who really likes to get involved making our business grow. You will have to be flexible and take on varied tasks and responsibilities. In return you will have the opportunity to shape your role and influence how we do things.

This role requires working in shifts, including evenings and weekends.

### Responsibilities

- Provide customers with information on our home care service; arrange appointments and other administrative tasks.
- Working as a carer/ personal assistant for our clients, attend booked appointments.
- Ensure a high level of customer satisfaction through excellent service.
- Understand customer requirements and recommend and display items that match customer needs, accurately describe product features and benefits.
- Manage the full rental process, including consultation, contracts, payments, the handover and controlling, cleaning of returned items.
- Manage point-of-sale processes i.e. invoicing, payments and deliveries. Taking care of merchandise and stock display in line with shop standards.
- Manage and maintain a correct stock database.
- Research products and suppliers on request.
- Keep up to date with product information, become an expert for certain product groups.
- Support managing our social media accounts.
- Other tasks include:
  - Actively participate in marketing campaigns as required, including distribution of leaflets.
  - Keeping the store tidy and clean, this includes occasional mopping and cleaning of windows.

### Requirements

- Background and proven working experience in caring/nursing.
- Good administration / computer skills.
- Good understanding of sales principles and customer service practices.
- Proficiency in Spanish, English and preferably another European language.
- Hands on and flexible working approach.
- Friendly, helpful and engaging personality.
- Driving license.

If this role sounds interesting to you then please send your application to [info@masol.net](mailto:info@masol.net).