



Proprietary TLC Relationship Management (P) Ltd.

- Job Title:** Administration In-charge
- Reporting To:** Program Manager direct line and dotted line to Corporate Technology Manager and Corporate Manager Accounts.
- Location:** \_\_\_\_\_
- Job Purpose:** To ensure all backend work on the running of a successful Program including fulfilment and technology are working effectively and efficiently.

### **Responsibilities and Accountabilities**

1. Responsible for new office set up – coordination with service providers and different vendors for office setup.
2. Database management – responsible for data acquisition, analysis of all database sourced and used. Coordination with vendors.
3. Payroll management – Daily tracking of attendance, sales and thereof preparation of monthly payroll. Maintain leave management system of the team members.
4. Prepare invoices, reports, financial statements and other documents, using MS word and Excel spreadsheet. On time and quality MIS to client and management
5. CRM Software (Loyalty) – Management of CRM software and also insuring the backup of software along with daily office files on regular basis.
6. Filing - File and retrieve programme documents, records, and reports.
7. Responsible for requisition and maintenance of office equipment including furniture and fixture, telephone system/lines and keys.
8. Vendor management – Timely submission of bills along with financial reports to corporate account dept for payment.
9. Collateral Stock Management - Design, re-checking, order and maintain stock of all collateral.
10. Preparation of all SOP's and ensures these are being followed. Review operating practices and procedures in order to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditures.
11. Escalate to senior Management of the Company any feedback which could improve the quality of the working of the Company or inform regarding any policies not being followed by the Centre.
12. Responsible for office budget and expenditure and to ensure confidentiality of all Data / records of the Company and the Client. Ensuring grooming of self and team as per Company Policy.

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