



MAIL BOXES ETC.  
#PeoplePossible

## Centre Manager - Job Description

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|-------------------------|--|
| <b>Job title:</b>       | <i>Centre Manager</i>  |
| <b>Department:</b>      | <i>MBE Norwich</i>   |
| <b>Responsible to:</b>  | <i>Reporting to the Network Support Manager</i>  |
| <b>Responsible for:</b> | <i>Assistant</i>   |
| <b>Job purpose:</b>     | <i>Responsible for the smooth running of the store, assuring that world-class customer service, up selling &amp; cross selling is provided and reporting back to Head Office</i> |

### Job description

MBE is one of the world's largest networks of conveniently located Service Centres offering shipping, logistics, printing, marketing and design solutions to business and private customers.

Mail Boxes Etc. UK & Ireland is part of the MBE Worldwide Group of companies. MBE is one of the world's largest networks of conveniently located Service Centres offering shipping, logistics, printing, marketing and design solutions to business and private customers. Mail Boxes Etc. UK & Ireland has a franchise network of over 150 stores with over 1,600 Worldwide.

Applicants should have a good knowledge of Excel.

### Main duties and responsibilities:

#### Operational Excellence

- Read and become familiar with and put into practice, the techniques of all MBE operational and training manuals and instructions received from Head Office.

#### Sales

- Interact with customers.
- Manage and assist as necessary in the execution of jobs (shipments, copy jobs etc) in order to assure that they are completed on time and maintain high quality standards.
- Network with customers in the centre in order to provide sales leads.
- Resolve customer complaints with assistance of Operations department (where needed).
- Carry out mail shots and marketing campaigns as instructed by MBE UK.
- Sales visits to prospective customers.

#### Daily Procedures

- Monitor and assure cleanliness, organisation and imaging of centre.
- Assure performance of and monitor opening and closing procedures, cash handling, security procedures and daily deposits.

**Mail Boxes Etc. (UK) Limited** | 15 Cromwell Park, Chipping Norton, Oxfordshire | OX7 5SR

T. 01608 649230 | E. [info@mbe.uk](mailto:info@mbe.uk) | W. [www.mbe.co.uk](http://www.mbe.co.uk)

Registered in England number. 3107457 | VAT number. 667 9919 57



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#### Administration

- Prepare weekly and monthly reports and time sheets.
- Take inventory of retail items and supplies. Place orders with vendors to maintain sufficient stock. Handle reception and appropriate paperwork for products and supplies.
- Under the guidance of the Finance department, be responsible for securing collection from account customers, payments to vendors and general centre financials, as well as cashing up and banking.
- Handle general centre paperwork.

#### Person Specification:

You will be a highly focused individual, a team player, willing to take initiative, and able to prioritise your workload. You will have excellent written and spoken English, as well as being able to liaise with customers / colleagues in other departments, and external contacts such as suppliers.

Job Types: Full-time, Permanent

Salary: £19,000.00-£20,000.00 per year

COVID-19 considerations:

A Covid-19 risk assessment is in place

Dated: 16 June 2021

*The Company reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Company's business.*

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