

Customer Service Administrator

Based in Liskeard

Salary £13,500 per annum

Hours Monday – Friday 8am – 5pm

Key Skills for this vacancy include

Data Entry/Typing - Basic Database knowledge. Good Typing speed and accuracy. Report Generation. Good working knowledge of MS Office particularly Word, Access, and Excel and Outlook

Service Administration - Complete management of all paperwork associated with customer service and associated data entry. Preparing / processing all outgoing / incoming paperwork from a team of service personnel.

Teamwork - Work effectively as part of the service team to deliver excellent service across the customer base. Provide daily telephone / face to face support and supervision for a small team of service personnel. Working in any other aspect of the business if required.

Order Chasing/Processing - Participate in the weekly planning meetings to progress new installations and deliveries.

Handling Telephone Enquiries - Excellent customer care skills and empathy required. Directing and solving customer problems.

General - Preparing stock for drivers / orders, attention to detail essential. Office admin: post processing, filing/faxing/copying, dealing with customers and suppliers both via telephone and face to face. General office tidiness and cleanliness.

We are looking for the following attributes from candidates applying for this position

- Empathy with customers and the ability to deal with any complaints / queries
- A Self-starter with the initiative to cover other tasks during quiet periods
- First rated customer service/interpersonal skills (polite professional manner)
- Team player and good all rounder in a small office environment
- Ability to work to deadlines and cope under pressure
- Enthusiastic, reliable and conscientious
- Adaptable and willing to support activities to drive the business forward
- Desire to ensure that information is accurate & complete and an eye for detail

Please apply for this position by emailing your CV to angela@asrecruiting.co.uk