

Customer Service Administrator

We are recruiting for a friendly, upbeat and professional Customer Service Administrator. This is a busy and varied role that looks after the front-line customer service function for our business - so a confident, warm and professional approach is required.

You will be order processing, providing information and advice on our products, responding to customer enquiries relating to deliveries and returns.

Job Details

Working 8.30am - 5.00pm, you will provide first line customer service, which will involve a variety of tasks.

- Liaising with Customers regarding the progress of orders.
- General customer order enquiries and returns.
- Using our in-house systems to record information.
- Processing orders / invoices on the business systems within the agreed timescales.
- Setting up new customer accounts.
- Dealing with delivery issues and liaising with our nominated couriers
- Complaint Handling
- Other duties include general administration, covering the telephones, supporting other departments as required.

Additional Information

- Full training is provided on systems and products
- Salary – up to £22k
- 24 days holiday + public holidays
- Company Sick Pay Scheme
- Pension
- Free refreshments
- On-site parking - due to our location you must have your own transport