

Customer Service Administrator

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Company: XS Recruitment

Location: Chadderton

Category: office-and-administrative-support

We are recruiting for a full time permanent Customer Service Administrator for our fantastic client based in Chadderton.

this is an opportunity to work for a enthusiastic individual to join a well established family owned business.

Working as part of the customer service team, your main duties will include supporting and resolving customer queries via telephone, email and webchat.

Delivering world class level of customer service.

You will need to have a positive approach, ability to solve queries, show willingness to work in a team, have excellent communication skills and confident/literate in all Microsoft programmes and general IT systems.

This role will support the Sales administration within the Customer Services Department.

Experience in a similar role would be essential.

Location: Chadderton (OL9)

Salary: £23-25K Dept on exp

Contract Type: Perm

The Role:

Order Processing & booking in.

Processing of Credits & Returns.

Management of the Sales Mailbox's.

Arranging despatch of goods and managing delivery dates.

Handling customer specific enquiries & answering incoming calls when required.

Performing administrative functions with customers' orders.

Ensure effective communication with your Manager and your team.

Taking Inbound Service and Sales calls from customers.

Assist the Sales Administration Manager in the development of the wider business area including direct despatch.

Understand your customers' needs and maintain and exceed customer service standards.

Be a bright, motivated, empathetic, and professional person.

Have good verbal and written communication skills and an ability to build rapport with customers.

Computer-literate, experience within all Microsoft suites

The Person:

Be a bright, motivated, ambitious, and professional person with a good sense of humour.

A great written and verbal communicator with the ability to build rapport with colleagues and customers at all levels, demonstrating excellent inter-personal skills.

Able to remain calm under pressure and problem-solve accordingly.

Commitment and a strong work ethic.

Analytical and logical thinking and ability to interpret customer insight.

Energy and passion for all fields with a positive, can-do attitude.

Computer-literate and good organisational skills.

High attention to detail.

Excellent time management.

Customer focused.

Flexible and can-do attitude with passion/drive to help move the business forward.

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