

Customer Service Administrator

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Company: Alfred Recruitment LLP

Location: Greater Bristol Area

Category: other-general

Customer Service Administrator North Bristol/Hybrid working options. Salary: £24,000 – £30,000 DOE + £4,000 on target earning bonus Benefits: A progressive role, with the opportunity to develop personally and professionally. Competitive salary package plus bonus 25 days holiday plus bank holidays and extra ad hoc incentive days Comprehensive training and ongoing support Flexible working arrangements (office-based or hybrid options) Pension scheme Health and wellness benefits Employee discounts and perks Positive and inclusive work culture Quarterly business meal We are delighted to partner with one of the leading resellers of Fuel Cards and Electric Vehicle Solutions. Recently honoured with the Gold Standard by Investors in People, they stand out not only as leaders in the industry but also for their commitment to providing clear pathways for career growth and advancement to their employees. As a Customer Service Administrator, you'll be pivotal in providing exceptional support to our customers, ensuring their requirements are addressed promptly and efficiently. This role requires excellent communication skills, a focus on customer satisfaction, and the capability to excel in a fast-paced setting. Main Duties: Answer customer questions and concerns via phone and email politely and professionally. Give accurate details about fuel card services, billing, and general product info. Help customers with setting up accounts, resolving technical issues, and activating cards. Handle card orders, stops, and account changes with precision and speed. Identify and address customer problems, escalating issues when needed. Stay updated on company products, policies, and procedures to better assist customers. Work with team members and other departments for smooth customer experiences. Use CRM systems and software to record interactions and update customer data. Contribute to improving

processes to boost customer satisfaction and operational efficiency. Always follow company rules and compliance standards. Requirements: At least 1 year of proven experience in customer service role. Excellent communication skills, both verbal and written, with a professional and friendly approach. Strong problem-solving skills and the ability to handle tough situations with patience and understanding. Capable of multitasking and prioritising tasks effectively in a fast-paced setting. Proficient in using CRM software and other relevant tools for managing customer interactions and data. Detail-oriented with precise data entry and record-keeping skills. Flexible to adapt to changing business needs and work schedules. Positive attitude and willingness to collaborate with team members towards common objectives. If you feel this role aligns with your skills and interests, apply now or contact May directly!

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