

Customer Service Administrator

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Company: eRecruitSmart

Location: Hitchin

Category: other-general

We are looking for enthusiastic Customer Service Administrators to join our clients Customer Service team in Hitchin, Hertfordshire. Being committed to outstanding customer care, they need people who share these values to help them grow and develop their business. If you are an enthusiastic and committed customer service administrator, they'd love to hear from you. About the company Our client is a rapidly growing mail order business specialising in wild bird food, wildlife feeds, habitats, and accessories. They are a busy technology-led ecommerce business that never loses sight of what makes them successful - their staff and their customers. Primarily selling retail, most communication will be with householders interested in feeding birds and helping garden wildlife. The activity behind the scenes is far more demanding. Supplier management, commercial mitigation contracts, logistics, and multiple warehouse stock management, to name but a few. This is a fast-paced and varied workplace that needs a hardworking, resourceful, and resilient workforce. About the role Their customer service department is a constantly busy environment. As a Customer Service Administrator, you must be prepared to combine soft customer service communication skills with consistent and accurate administration. Work arrives on the phone, online, on social networks and in person. You need be flexible and resilient enough to manage constantly competing priorities and still be determined enough to get the job done. This full-time, office-based Customer Service Administrator role includes these duties: Internal and external customer service, by phone, email, social media, live chat and in person Answering and making calls, taking orders, booking deliveries, and arranging collections Responding to customers, suppliers and colleague's enquiries by phone, email and online Resolving all issues quickly and

efficiently Responsible for accurate upkeep of stock and customer databases including the company CRM system Updating product SKU's online via the CMS with new, and updated information About you You will relish a job that keeps you busy all day, every day. As a Customer Service Administrator, you must be positive, calm under pressure, and conduct yourself with outstanding organisational skills. Being a distance retailer, detail, accuracy and consistent administration are keys to success. An ability to work effectively on and manage competing priorities are essential and you must have/be: Confident, friendly and enthusiastic about helping customers Excellent telephone manner and enjoy speaking to people An aptitude for picking up knowledge of products quickly and being able to translate that to Customers who may have varying technical competence Great communication skills and be a creative problem solver who can turn complaints into positive relationships Thrive in a busy environment and remain calm under pressure Excellent IT skills including MS Office, CRM & CMS systems Reliable, responsible with a 'can-do' attitude willing to lead by example A natural self-starter and relish personal responsibility About the salary and rewards For the role of Customer Service Administrator there is on offer A salary of £19,500 to £27,000 per annum, depending on experience 4% additional attendance allowance Scheme 28 days holiday including bank holidays Health plan Workplace pension Free tea and coffee Free parking

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