

Customer Service Administrator - Killingholme

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Company: CLdN

Location: United Kingdom

Category: office-and-administrative-support

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CLdN Automotive Ltd. is a Vehicle Enhancement Centre where vehicles are prepared for customer handover and commercial vehicles are being built to fleet customers' specifications. It is a busy, fast-paced environment and as the company continues its rapid growth, a new opportunity has arisen for a Customer Service Administrator.

Your role

To complete all administrative tasks in relation to Warranty, Claims, Repair, Production, Logistics, After Sales and Commercial in a timely and efficient manner.

To build and sustain positive and trusting customer relationships by exceeding expectations with prompt, accurate and courteous responses to enquiries via telephone, email and Teams whilst maintaining a positive, empathetic and professional attitude at all times.

Manage the incoming mailbox and responding promptly and professionally to customer enquiries.

Effectively support customers with any complaints / issues in line with company processes. Ensuring a solution / alternative arrangement is provided in a timely manner.

Ensure any issues raised are escalated as and when required.

Communicate and coordinate between colleagues in relation to all new and existing job cards.

To attend and participate in dally department meetings when required.

Your profile

You will have strong administration and customer service skills

You must have excellent attention to detail.

Be able to prioritise tasks and plan workloads to ensure delivery to agreed timescales and accomplish objectives.

Ability to work to highest quality standards.

Good communication and team working skills are essential.

Good IT skills are a key requirement with the knowledge on report processing, V Look-up and pivot tables.

Our offer

Competitive salary

Pension scheme

Life Assurance Cover

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