

Customer Service Administrator

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Company: Red Door Recruitment

Location: St Albans

Category: management

A passionate and growing company who provide exciting entertainment and leisure products into online marketplaces such as Amazon and eBay as well into some large retailers such as Sports Direct and Argos.

This is an interesting role for an experienced Customer Service Administrator where you will be able to build relationships with customers within a progressive and busy role.

You will be part of an energetic, exciting, and creative work culture within a busy and varied role where you will have autonomy in a business that will reward hard work and offer excellent opportunities for future development.

What's in it for you:

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Salary: Up to £24k

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Hours: Monday to Thursday 9 – 5.30 Fridays 9-5

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20 days holiday plus bank holidays

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Subsidised gym membership at Everyone Active gyms – once a successful probationary period is completed

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Free parking

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Interesting products within the sports industry

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Progressive and dynamic company

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Sociable and friendly team

Key Responsibilities for the Customer Service Administrator:

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Receiving and processing customers purchase orders and ensuring all orders are raised on the system correctly

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Manage the customer's order portfolio including updating and amending their orders on the system

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Advising customers of any order changes such as re-dates/delays etc

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Ensure all customers Sales orders are linked to the relevant POs on the system and reviewing as and when needed

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Working with the production team to ensure that shipment dates are workable and in agreement with the customer's requested date and working out solutions when they do not

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Processing all call-offs from customers and ensuring that all the relevant shipping documentation/requirements are in place

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Manage re-works as and when required. You may need to liaise with QC/Sales to coordinate re-works as required

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Investigate any stock discrepancies

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Investigate and process credit notes

For this Customer Service Administrator role the client is looking for:

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Excellent customer service skills

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Excellent organisational skills and able to multitask

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Able to work in a fast-paced working environment

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Strong communications and customer service skills

If you are interested in this Customer Service Administrator role, please apply now!

Red Door Recruitment is committed to encouraging equality, diversity, and inclusion among our workforce, and eliminating unlawful discrimination. Full details available on our website.

Please note due to the number of applications we often receive; only shortlisted applicants will be contacted.

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