

## Customer Services & After Sales Administrator

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Company: The Recruitment Co.

Location: Daventry

Category: other-general

Customer Service & After Sales Administrator Salary negotiable dependent on experience Daventry, Northants Monday to Thursday 8.30am until 5pm & Friday 8.30am until 4pm Permanent Our long established Daventry client is looking to recruit a permanent Customer Service & After Sales Administrator. Customer Services & After Sales Administrator responsibilities: Providing a warm and friendly first point of contact as a representative of the company to all external contacts Processing of sales orders accurately in a timely fashion inclusive of sending order confirmations complete with accurate shipment dates Processing of credit card payments via virtual terminal Accurate recording of all customer contact and relevant details within the company contact database (Microsoft Dynamics 365) Releasing orders for shipment to the warehouse accurately and in a timely manner Relaying delivery date changes / updates to customers as and when required Troubleshoot customer issues maintaining control and ensuring full communication with the customer to final resolution Generating quotations for customer requirements and follow up where necessary recording feedback from customers and liaising with managers to ensure we remain competitive in the market Gradual development of technical product information and applications Where required, delivery and re-stocking of consignment cupboards within customers premises Sourcing of customer requested items from our existing vendor base and beyond where necessary Placing purchase orders with vendors for special order and drop ship requirements Processing paperwork for system generated inventory purchase orders Accurate recording of all vendor contact and relevant details within the company ERP system (Microsoft Navision) Gradual ongoing development of technical

product information and applications Fully conversant with works order system and office procedures Assist other team members with transactions when required in other departments Assisting to develop the business in general Providing a warm and friendly first point of contact as a representative of the company to all external contacts Customer Services & After Sales Administrator requirements: Previous experience in customer service environment essential Reliable, good organisational skills, enthusiastic and conscientious Excellent communication skills Happy to learn & train on the technical aspect of our clients product Please apply with a copy of your CV in the first instance CPDaventry The Recruitment Co. is an equal opportunities employer and we're committed to diversity and inclusion in the workplace.

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