

## 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

**Cross References and Citations:**

1. **Customer Services & After Sales Administrator**[OnlinecommunitycareerhubJobs DaventryOnlinecommunitycareerhub](#)
2. **Customer Services & After Sales Administrator**[EmploymentnowJobs Daventry Employmentnow](#)
3. **Customer Services & After Sales Administrator**[Bangladeshjobs Jobs Daventry Bangladeshjobs](#)
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