

Customer Support Advisor / Administrator

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Company: Toyota Material Handling UK

Location: United Kingdom

Category: computer-and-mathematical

We are looking for a Customer Support Advisor to work within our customer support team in Warrington to provide high quality administration support to customers.

About the role

The role involves providing first line support for customers within our sales and service operations. Customer Support Advisors will provide overall support but will have a focus on one of our key business areas. On a day-to-day basis this is what you would be doing: Responding to a high volume of customer calls including breakdowns.

High quality administration support to internal departments and customers

Respond efficiently to all customer enquires

Update customer and supplier portals and monitor activity

Update activity reports as required

Provide quotations to customers as required

Support for your focus business area

No experience is necessary as full training will be given. The role would be ideal for someone wanting to gain experience in a customer support / administration role.

Here is a quick tick list for the other skills we are looking for:

Excellent written and verbal communication skills

Excellent time management skills and ability to react quickly to requests

Ability to follow company health and safety procedures

We offer a competitive salary; an attractive company pension, free parking and hot drinks at our centres, company sick pay, voluntary critical illness cover, free eye tests and access to a 24/7 employee assistance programme. There will also be options for blended working.

We will provide you with industry leading technical training to ensure you have the knowledge and all the tools to do your job. Plus, there are plenty of opportunities to progress your career and develop your skills within Toyota.

Why choose Toyota

Toyota Material Handling is the world's number one manufacturer of materials handling equipment providing quality sales and service support across the UK. We foster a culture where our team members are encouraged to continually improve their processes and strive to provide the highest quality in service for our customers.

We aim to create a safe environment where our team members feel valued, fulfilled, engaged and happy. We want to attract the best talent and develop our team so that they achieve their full potential. To find out more visit

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