

Key Accounts Administrator

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Company: Orona

Location: United Kingdom

Category: other-general

Job description

ORONA's activities are focused on the design, manufacture, installation, maintenance, and modernization of lifts, escalators, moving ramps and walkways. Operating in **100 countries**, we have **300,000 lifts** worldwide using our technology. With **2 manufacturing plants** Orona is **Number 1 in Europe** in terms of complete lift production capacity.

We are looking for a Key Accounts Administrator to join Orona's Sheffield Head Office .

Working with several national customers you will ensure that all customer issues are dealt with in a timely manner, liaising with the regional Service and Account Managers to ensure that their local teams deliver an excellent service to all key account customers.

You will be responsible for:

Day-to-day management of your own customers, ensuring a high level of customer service is delivered at all times

Acting as first point of contact for customer enquiries and liaise with relevant teams/individuals within the company to facilitate timely responses and actions

Maintaining data in the service management and client reporting management systems ensuring that they are kept up to date and accurate.

Understanding contracts to ensure that contract specifications are adhered to.

Priorities your time to manage customer expectations and support any customer specific requirements in administering operational paperwork and providing customer and internal

reports as required.

You may also be involved in providing estimates, issuing quotations and following up on orders for repairs work.

Producing periodic KPI and performance reports, for both internal and external publication

You will be an organised and experienced administrator with a proven track record in offering excellent customer service via both the telephone and email. Working on your own initiative, with a high level of tenacity, you will have experience of working in a similar role in a fast paced, challenging role and will be proactive in your approach. The ideal candidate will have strong Microsoft Excel skills and a good grasp of Microsoft Office packages generally.

We strive to be a great place to work and to offer a wide range of experiences and opportunities that will help you to achieve your career and personal goals. Benefits include:

25 days holiday + bank holidays

GP24 service- unlimited access with qualified GP's 24 hours all year round

Orona Rewards- including vouchers and discounts at over 800 stores

Access to Eye Test vouchers

Awards given for long term company service

Competitive company sick pay scheme)

Access to company recruitment referral scheme

A minimum level of life assurance

Requirements

Follow the "Apply" link to see full details and apply via our website.

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