

JOB SPECIFICATION



Post: Customer Services Administrator
Dept: Customer Services
Reports to: Customer Services Manager

Main duties & responsibilities

- Deal with customers on a daily basis regarding reported site faults, liaising with internal departments and suppliers with regard to the rectification work necessary, processing instructions to suppliers and external electrical engineers where necessary. Keeping customers updated with information and supplying weekly reports to Area Managers with regard to ongoing issues in their areas.
- Deal with debit notes in accordance with the stated company debit note procedure and in liaison with the departmental manager. Incorporating; Pricing queries, collection of goods from customer premises utilising own carriers and / or outside carriers, proof of delivery, wrong goods, damaged goods etc. Issue of regret letters to customers, issue credit note requests to accounts, update debit note systems with required information, regular production of statistics on debit notes including amounts received, amounts credited and amounts outstanding.
- Assist customers verbally and in writing regarding customer complaints, delivery enquiries, site rectification issues, etc.
- Liaison and co-ordination with Customer Services Manager, customers and engineers.
- Responsible for duties relating to the WEE directive.
- Other sales / customer services related duties which are required from time to time.

Reports to

- The Customer Services Senior Administrator on a day to day basis.

Post requirements

- Confidentiality at all times and in all matters.
- Willingness to deal with customers verbally and in writing.
- Ability to collect relevant information, collate & make informed judgements.