



Job Title	:	Customer Service Administrator
Salary Range	:	Depending on skills set
Start Date	:	Immediately
Full Time	:	Permanent Contract of Employment
Hours	:	8.45am to 17.15pm Monday to Friday with 1 hour for lunch
Lunch	:	Provided by resident Chef
Holiday Entitlement	:	32 days (including the 8 bank holidays)
Contractual Sick Pay	:	Commencing after 6 months continuous employment (terms applied)
Education Requirement	:	Ideally educated to A-Level standard with good GCSE's (including English & Maths)
Place of Work	:	Unit 15, Nepicar Park, London Road, Wrotham, Kent TN15 7AF
Experience	:	Previous experience as a Administrator with strong customer services experience

Summary

Having experienced rapid company growth, Akita are now looking for a confident, outgoing and professional individual to join our team on a permanent, full time basis in the capacity of Customer Service Administrator, reporting directly to the Business Development Manager (BDM). The main purpose of the position is to work closely with the sales team and to provide day to day administration and general support to the sales department, coupled with customer services duties. The customer services duties will consist of helping customers with complaints, answering questions and providing information about our products and services. The objective of the role is to ensure excellent service standards and maintain a high-level customer satisfaction.

The role will be varied, enjoyable and challenging.

The primary and secondary responsibilities of the position may include but are not limited to:

Primary Responsibilities:

- ❖ Directly working with new business sales and providing secondary assistance to existing sales which is growing in administrative demands
- ❖ Effectively dealing with initial calls from prospective clients; taking accurate notes and adding details into CRM (Dynamics)
- ❖ Creating quotations, proposals, orders and service level agreements using existing templates
- ❖ Updating new and existing client details in CRM (Dynamics)
- ❖ Dealing effectively with initial calls from clients regarding service level agreements and general questions in regard to Akita's products and services
- ❖ Handling complaints; providing appropriate solutions and alternatives within specified time limits and to then follow up with the customer to ensure a satisfactory resolution. This will require working in conjunction with other departments
- ❖ Collating information relating to clients' accounts
- ❖ Liaising with the Operations Administrator to create diary entries for Sales and Technical Account Management
- ❖ Meet and greet visitors to the sales department
- ❖ Set up meeting rooms as required and provide refreshments

Secondary Responsibilities:

- ❖ Ad hoc projects as directed by the BDM and/or MD

The successful candidate will need to demonstrate the following attributes:

- ❖ Proficient in using a computer (especially Word, Excel and MS Office)
- ❖ Ability to correctly and accurately interpret instructions
- ❖ Excellent numeracy skills
- ❖ Excellent oral and written communication skills with the ability to use positive language
- ❖ Professional telephone manner using a calm and patient approach
- ❖ A very high degree of accuracy and attention to detail in all tasks
- ❖ Highly organised and flexible with the ability to prioritise workloads
- ❖ Ability to multitask and meet changing deadlines
- ❖ Ability to be self-directed and able to complete tasks with limited supervision
- ❖ Take ownership and responsibility to resolve customer issues with a positive attitude and effective resolution
- ❖ Ability to problem solve and tactfully handle potential difficult situations which retains the client
- ❖ Sufficiently trustworthy to handle confidential financial and personal information appropriately
- ❖ Able to work in a team within a busy, reactive environment
- ❖ Friendly and helpful outlook with a positive attitude and a strong work ethic
- ❖ Reliable and punctual
- ❖ Enthusiastic and willing to learn; able to take the initiative