

Customer Care Administrator

About the Role :

The Customer Service Administrator will take primary responsibility for handling the body of customer issues and complaints received by George Barnsdale – from point of order until the end of the warranty period. They will liaise with external stakeholders and internal individuals to ensure customer expectations are managed and met/exceeded, wherever possible.

Main Duties of Role:

- Offer outstanding customer service
- Manage customer feedback (praise, questions, issues and complaints) quickly and effectively.
- logging feedback received
- reviewing and routing the case correctly
- keeping customers up to date
- negotiation with customers
- making arrangements and setting up appointments for the on-site engineer
- updating cases with cause and corrective measures taken – costs where possible
- arrange quotations for chargeable work to be carried out on-site by engineer and progress through to invoicing
- Liaise with all George Barnsdale teams to ensure customers are fully informed and properly served
- Ensure adherence to customer service processes and procedures
- Provide support to other functions within the team, as and when required
- Answering the telephone, forwarding calls and taking messages.
- Database management – ensuring data is clean and up to date.
- Supporting the Operations Director as required to deliver on the operational excellence of the business

Essential Requirements:

- Administration and data entry.
- Appointment and logistical scheduling.
- Strong organisational skills, with a good ability for work prioritisation and multi-tasking.
- Excellent verbal and written communication.
- Ability to build relationships, both internally and externally through strong communication.
- Experience in direct line customer service.
- Ability to handle customer complaints and negotiate favourable outcomes.
- Flexible, intelligent & engaged.
- IT skills – Microsoft product suite. Bespoke software training will be provided.

Desirable Requirements:

- Dispute resolution
- Customer service principles and techniques
- Technical background/qualification
- Ability to understand and communicate technical information
- Microsoft CRM experience

Job Types: Full-time, Permanent

Salary: £21,000.00-£24,000.00 per year