

INTERNAL VACANCY

Job title : Customer Service Administrator

Location: Camberley

Closing date : 6 March 2020

Job Summary

To be part of a small team working within a manufacturing healthcare organisation. You would be responsible for the processing of customer orders and enquires in an effective manage to ensure customer requirements are met.

Main duties and responsibilities

- To be the first point of contact for any customer service-related correspondence with our customers via telephone and email, ensuring all queries are answered professionally, promptly and customers are updated at all times
- To ensure that specific customer requirements are met (contractual obligations, pricing arrangements, transportation and delivery arrangements, export customers and regulatory requirements, etc.)
- Obtaining and logging customer feedback
- To ensure all enquiries and communications are dealt with in a positive and effective manner and that all technical customer issues are documented and actioned appropriately and in accordance with the relevant Standard Operating Procedure
- To perform such other appropriate duties as may be required by your line manager

Qualifications and experience required

- Strong Customer Service experience and excellent communication skills are essential
- Computer literate
- Ability to multitask in a busy environment
- Attention to detail and accuracy are essential preferably gained through working within a quality-controlled environment
- Must be a self-starter and an effective team player
- Knowledge of export documentation would be an advantage but not necessary
- Good problem solving, communication and listening skills

Hours of Work	37.5 hours per week and 30 hours per week
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For further information or to apply for this vacancy please e-mail Kay Campbell, HR, kay.campbell@novacyt.com