



## **JOB DESCRIPTION:**

## **CUSTOMER SERVICE ADMINISTRATOR**

### **Main Purpose:**

To serve customers by providing product and service information and processing orders through to despatch and delivery to customer.

**Reporting to: Commercial Supervisor**

**Direct Reports:** None

### **Duties:**

- Answer telephone for Osteotec and companies within the Venture EP group as required.
- Liaise with customers for booking of Loan Sets
- Processing of orders and loans for Osteotec products using MAMUT CRM.
- Tracking of any Back Orders: Pricing Queries: Quotations etc.
- Answer product and service questions; suggesting information about other products and services.
- Open customer accounts by recording account information.
- Maintain customer records by updating account information.
- Prepare Invoices after despatch of orders.
- Scan and file completed Customer Orders and records. Destroy following safe recording.
- Assist with resolving of product or service problems by clarifying any customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Maintain financial accounts by processing customer adjustments.
- Prepare product or service reports by collecting and analysing customer information. Contribute to team effort by accomplishing related results as needed.
- Assist with preparing orders within Warehouse environment ready for despatch to customers.
- Learn other job roles within the company in order to assist during holiday and sickness periods.

Any other duties as required

This Job description is not exhaustive but outlines the main requirements.