

## CUSTOMER SUPPORT ADMINISTRATOR

JOB REF: 0577

Our client specialises in the design, manufacture and installation of bespoke recycling systems they supply to customers globally. The after sales back up service they provide to their customers is extremely important to us.

### Job Purpose

In this role you will be involved in extensive liaison with customers and suppliers, managing the spares orders right through to delivery, providing excellent customer service throughout. This is a varied and interesting role where you'll be working as part of a busy and friendly team.

### Responsibilities:

- Receive incoming orders for spare parts from customers both via e mail and over the phone.
- Identify parts from customers descriptions and engineering drawings/ diagrams.
- Liaise with suppliers to obtain quotes.
- Provide quotes to customer in a timely fashion.
- Liaise with all Internal departments to ensure customer receives the best service.
- Process spares orders and arrange shipment to customer.
- Raise relevant invoices.
- Provide administration support for all Aftersales activities in the business.

### Person Specification

- Previous Experience working in a similar environment (Manufacturing/Engineering).
- Excellent telephone and customer service skills.
- Helpful and friendly professional approach.
- High level of attention to detail.
- Excellent IT skills: Microsoft Office (Word, Excel, Outlook).
- Strong team player.
- Knowledge of reading Engineering drawings would be an advantage.

Contact Donna McGurk on 028 8676 0044 for a confidential chat or submit your CV via the link.

*The Company reserves the right to vary criteria at the shortlisting stage.*

*Spectrum Employment Solutions is an equal opportunities employer and welcomes applicants from all backgrounds.*

#### **DATA PROTECTION**

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