

# PRISM MEDICAL UK



**Job Title:** Customer Service Administrator – Key Accounts

**Responsible To:** General Manager

**Location:** Prism South

This is a full time, permanent position consisting of 37.5 hours per week

## **Main Duties:**

- To be the main contact for our contracted Council tenders.
- Take a number of calls or emails in relation to any issue that the council is experiencing in relation to S&R / parts enquiries, these calls / emails are will be either requesting an engineer to return, source a part or chase a part.
- Liaise with internal departments to find solutions to queries.
- Produce weekly / mid monthly / monthly KPI reports for each council.
- Attend monthly / bi-monthly meetings with either BDM or General Manager to discuss their individual account.
- Email weekly reports showing jobs awaiting parts / callouts outstanding, with a weekly conference call to discuss any issues.
- The role is also supportive to the installation section, when councils are chasing.

## **Qualifications/Experience**

- Previous Customer Service Experience
- Forward planning
- Effective communication skills (both written and verbal)
- Ability to build and sustain relationships and continually evaluate the changing needs of the business and its customers
- Meticulous attention to detail.
- Proficient in Microsoft packages (Outlook, Excel, Word).
- Excellent organisational skills.
- Flexible approach to responsibilities.

***Prism Medical UK are an equal opportunities employer.***