

PRISM MEDICAL UK



Job Title: Customer Service Administrator
Responsible To: Installation Quotes and Order Processing Team Leader
Location: Grange Moor

This is a full time, permanent position consisting of 37.5 hours per week (Monday to Friday 9am until 5pm with 30 minutes unpaid lunch break)

Main Duties:

- Installation Quote and Order Processing
- Completion of sling quotations, and all installation quotations (Inc. labour and warranty) with minimal checking and/or revisions.
- Ability to process an installation order/convert a quote to order.
- Dealing with complaints before Team Leader escalation
- Using own initiative, problem solving and working to deadlines

Qualifications/Experience

- Experience as working as part of a team
- 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
- Ability to interpret diagrams and maintain communication with assessors/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.