

PRISM MEDICAL UK



JOB VACANCY

Job Description: Customer Services Administrator

Responsible To: Team Leader

Job Location: Grange Moor

We are currently seeking an enthusiastic person to work as a Customer Services Administrator.

The successful candidate will have experience of working in a fast moving office environment have excellent communication and organisational skills in addition to be able to work well within a team.

Duties and Responsibilities

- Pleasant and helpful phone manner
- Be able to deal with a high level of incoming calls and emails efficiently and effectively independently.
- Direct telephone calls appropriately to other departments and take detailed messages where appropriate
- Be responsible for the customer services inbox ensuring that emails are responded to efficiently and appropriately
- Accurate data entry skills
- Update database systems, maintaining up to date records and customer profiles
- Scanning & filing of paperwork
- Liaise with satellite offices
- Develop and maintain professional working relationships with customers
- Ability to multi task and stay calm under pressure
- Performing such other tasks as may be necessary for the smooth operation of the department and/or the company

Skills Required

- Good knowledge of Microsoft packages including Excel, Word and Outlook.
- Previous Customer services experience
- Team player
- Able to meet deadlines
- Must have good organisational skills
- Ability to perform under pressure

Prism Medical UK is an equal opportunities employer