

Apprenticeship – Customer Services Administrator

Assisted Living & Health Care

Overall Job Purpose

Working as part of the Customer Services team offering support to the customer services front line, helping with the coordination and schedule of the service maintenance team bookings. We will also support your career development with off the job training in Business Administration while gaining hands-on experience from our dedicated Customer Services Team.

Key Responsibilities

- Provide exemplary support to our many Customers enquiries via telephone and email
- Allocate service jobs through our service software platform
- Coordinate the works schedule with our Service Engineers Team whilst building and maintaining strong relationship with them
- Comply with our Service Level Agreement principles at all the time
- Monitor and maintain the work schedule, liaise with Service Engineers to ensure clear and transparent communication during the booking process
- Input/process sales orders in the system (SAGE) ensuring smooth timely order processing, including sorting, routing and progressing orders received
- Communicate accurate information to all parties involved in the process and the end customer
- Keep control of engineer's equipment stock levels
- Generate changeable orders to MRP system
- Liaise with Business Development Managers and Regional Sales Executives and update them on customer accounts, quotations, progress, orders status, and others
- Liaise with urgent and ad-hoc requirements and enquiries
- Filing and admin activities will also be involved
- Ensure compliance of H&S and housekeeping practices in the workplace
- Assisting the team with additional duties when required
- Always abide by and actively promote the Legrand Group Values and Code of Ethics

Job Competencies/Key Skills

- Strong written and verbal communication in English
- Customer services orientated and business minded
- Excellent telephone manner and professional approach
- Ability to deal with customer and other members at all levels
- Experience with Microsoft Office (Outlook, Excel, Word)
- Thorough understanding of excel spreadsheets
- Knowledge of Office 365, SAGE, Salesforce, and Redzebra will be desirable
- Proactive and driven, with good attention to detail
- Be self-motivated and able to work in a demanding environment
- Team player with a desire to help others
- Ability to adjust to fast-paced environments and respond well whilst working under pressure
- Strong organisational skills, able to manage different tasks and prioritise when needed

**** This is an opportunity to develop your career through the apprenticeship route, so you must be willing to attend off the job training for at least 20% of your weekly working hours****

Conditions

- Reporting to: Richard Matthews – Service Desk Supervisor
- Working with: Customer Services Admin Team, Service Engineers, BDMs and RSEs
- Hours: 37.5 hours per week
- Base Location: Blyth Quay Side – NE24
- Salary & benefits: will be discussed in the interview

Applications by CV and covering letter to:

Richard Matthews – Service Desk Supervisor (richard.matthews@legrand.co.uk)

Closing Date: Friday, 20th November 2020

Legrand UK is committed to Equal Opportunities and Diversity