

CS Administrator Apprenticeship

Assisted Living & Healthcare

We are opening an apprenticeship opportunity as *Customer Service Administrator* to join our Service team supporting the Assisted Living & Healthcare business unit.

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/Customer Service while gaining hands-on experience from our dedicated Customer Services Team.

Qualification obtained: Customer Service Practitioner (Level 2) or Business Administrator (level 3).

Duration: 15 to 21 months.

****Please note the post will become permanent once apprenticeship has been completed. Further education will be optional.***

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 - desirable
- Excellent telephone manner and professional approach - desirable
- Ability to deal with customer and other members at all levels - desirable
- Experience with Microsoft Office (Outlook, Excel, Word) – desirable
- Thorough understanding of excel spreadsheets - desirable
- Knowledge of Office 365, SAGE, Salesforce, and Redzebra - 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: Monday to Friday, 08:00Hrs – 17:00Hrs - .75Hrs/Week



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- Base Location: Blyth Quay Side – NE24
- Type of role: permanent – subject to completion of apprenticeship
- Salary: on or above Apprentice rate
- Group Personal Pension Plan: up to 5% employer contribution available from start day (if applicable)
- Holidays: 25 days/year
- Other Benefits: Employee Assistance Programme through EIC, Life Assurance Cover, Bike to Work Loan, Staff Sales, Eyecare Vouchers (VDU), Flu Vaccination, Healthcare Cashplan, Hotel and Car hiring discounts

Applications by CV and covering letter to:

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

Closing Date: N/A

Legrand UK is committed to Equal Opportunities and Diversity