

Job Description

Customer Service Administrator

Department/SBU	Customer Operations
Location	Abingdon
Summary of Job	To ensure excellent service to Cellmark customers and the achievement of annual targets and provide an excellent administrative service.
Reporting Structure	Reporting to Customer Service Admin Team Leader.
Essential Functions	<ul style="list-style-type: none">• Ensure the provision of an excellent administrative service.• Ensure service levels are being met in line with Customer Services Targets.• Identify service improvements.• Contact customers by telephone and in writing to clarify outstanding issues relating to the registration forms.• Ensure that invoices and orders are raised accurately to maximise revenue.• To input customer details and case data into the computer with a high level of accuracy.• Preparation and despatch of automated standard form letters.• Regularly review and identify files over one year old for storage prior to shredding.• Maintaining accurate records of existing and past cases.• Maintain stationery stock levels of the Customer Services team and order additional stock if required.• Maintaining stocks of all promotional brochures.• Compilation, storage and despatch of mouth swab and finger prick sampling kits.• Franking and despatch of all non-pre franked outgoing post and delivery of post to reception for collection in a timely fashion.• Maintain an up to date filing system for current and completed testing files.• General office administration.• Answering the telephone to handle a range of queries from customers.• Provide reception cover by answering the switchboard and dealing with external and internal visitors.

Job Requirements

Technical Skills

- Numerate and literate.
- Computer literate with MS Word, Excel and in house database packages.

Non-Technical Skills

- Ability to copy type with a high level of accuracy.
- Works in a well-structured and ordered fashion.
- Flexible and able to handle a range of tasks.
- Calm and composed in busy times.
- Excellent telephone manner.
- Prolonged use of computers and looking at computer screens.
- Some movement of stationary boxes.
- Placing items on and removing them from some high shelving.

Physical Demands

Working Conditions

- Working in an air conditioned shared office.
- Own workstation.
- Team of: 1 Customer Service Manager, 2 Customer Service Team Leaders, 2 Senior Customer Service Representatives, 4 Customer Service Advisors, 4 Customer Service Administrators and 1 receptionist.