

Customer Services Administrator

Permanent Full Time Role - 39 hours per week

The role is working at our Harlow head office working within a busy sales department and includes sales ledger processing, credit control, sales support, liaising with customers effectively, providing customer care for returns and sales queries to ensure that the external customers are proactively supported.

Responsibilities include;

- Sales ledger processing, raising sales invoices and credit notes as required by the sales team.
- Proactively monitoring reconciling customer accounts
- Processing incoming payment receipts from customers
- Contacting customers to ensure timely payment of invoices
- Resolving customer account queries escalating where required to ensure timely resolution
- Dealing with customer sales returns and the accurate recording of transactions linking with the sales team, and warehouse
- Dealing with customer enquiries, or complaints in a professional timely manner
- Working closely with the other sales team members to jointly support the customer through the sales process

Requirements include;

- Experience of sales administration, customer care and credit control role and ability to demonstrate a clear aptitude for this
- Keen to learn and willingness to proactively resolve issues as they arise
- Proactive with a positive can-do attitude
- Comfortable and confident dealing with customers
- Experience in using MS Office applications specifically Excel, word and email
- Highly motivated & enthusiastic
- Driven, energetic and committed to working at the highest standard
- Committed to providing excellent customer service
- A team player and contributor

What We Offer:

- Salary – £17k to £20k, depending upon experience
- Paid holiday + bank holidays