



WE ARE NOW RECRUITING FOR A CLIENT SERVICES ADMINISTRATOR TO JOIN OUR TEAM IN BERMONDSEY!

Annual Salary | Reward Structure | Friendly Workplace Environment

Our New Business Client Services team are looking for positive, conscientious, reliable Administrators to join our hardworking team.

The ideal candidate will answer the telephone, take messages, deal with queries via cases on our Salesforce system and solve problems effectively via various routes of communication. They will provide clients with accurate quotations and raise invoices using their ability to apply attention to detail to their work. They will have the ability to maintain a high level of customer service whilst dealing with internal administration duties and supporting the rest of the team. They will be hardworking, organised and able to track problems, deal with issues, learn quickly and relish a challenge.

The ideal candidate will be helpful, well organised, **flexible, reliable**, numerate and literate with a good attitude to hard work and problem solving. Candidates will be required to use various computer programs including Microsoft Word, Salesforce, Excel and Outlook as well as our internal systems which training will be provided for.

A good telephone manner is essential as is the ability to provide clear communication by email using good literacy. Candidates should show initiative and work very well under pressure.

Shifts include 07:00-15:30, 10:30 – 19:00 on a rota.

Main Duties:

- Answering the telephone and emails
- Resolving Salesforce cases and updating system information
- Arranging quotations, resolving queries and complaints and logging them/escalate them accordingly
- Data input into bespoke programme to produce client invoices
- Meeting deadlines, daily, weekly and monthly for invoice runs and Client Services SLAs
- Liaising with staff and service providers to ensure that we are exceeding client expectations
- Problem solving surrounding delivery issues or invoicing problems
- Making tea & coffee for clients and escorting visitors internally
- Reception cover when required
- Making client maintenance telephone calls daily to a pre advised list of current customers

About you:

To suit this role, you will have to be able to demonstrate the following attributes:

- Confident and friendly in nature
- Flexible in their approach to tasks with the ability to multitask
- Able to show great attention to detail and have exceptional organisational skills
- Looking to gain skills working within a customer focused fast paced environment.
- Knowledge of Outlook and Excel is a must
- Knowledge of Word and Salesforce would be advantageous.

- Good mathematical skills and be competent using excel, as well as other Microsoft office packages
- Personable, polite and friendly with an approachable nature
- Good time management and the ability to prioritise tasks

Ready to apply?

If you would like to apply for this vacancy, please contact us now by emailing your CV to:

Careers@thedeliverygroup.co.uk