

CUSTOMER RELATIONS ADMIN

The Role:

As a Customer Relations Administrator / Trainee Accounts Manager, you will support the Account Managers, assisting with managing our customer expectations and requests. In this role, you will assist as the personal interface for service support, delivering service excellence and satisfaction through managing incidents and problems to their resolution, ensuring consistent delivery of service to SLA and championing service best practice and continuous improvement.

The Purpose:

The main purpose is to deliver a first-class customer experience ensuring that all communications are carried out correctly, so the customers' requirements are consistently achieved. Also, to provide a fast, accurate, and professional resolution to all enquiries relaying timely and accurate information to our customers internal and external.

The Candidate: Skills

Ideally have worked in an office environment previously, with the ability to manage customer expectations and requirements. The successful candidate should have great attention to detail, an understanding of budget control, strong organisational and planning skills, and the ability to work well as part of a team or on their own initiative.

Main Duties:

- Deal with client issues promptly, ensuring we continue offering the best service.
- Set up jobs on the Company System ensuring that accurate information is recorded to enable the works to be carried out correctly, stock requirements fulfilled, and invoicing can be completed promptly and accurately.
- Dealing with multi-level contracts and sites nationwide
- Dealing with client requests, obtaining purchase orders, processing additional works on the system, and liaising with the relevant Team Members.
- Liaise with customers to suit their needs whilst also considering the business costs involved with processing these works.
- Ensure customers are provided with all relevant information for the works to be completed and documentation is sent once the works are finished.
- Provide a positive experience for our customers, ensuring service standards are continuously maintained.
- Take incoming calls into the business ensuring accurate information is captured and the request is dealt with.
- Produce spreadsheets and/or reports using the Microsoft Office suite.
- Any other reasonable requests from a member of the Management Team.

Remuneration:

- Salary range: £18,000 - £24,000 per annum, paid monthly.
- 39 hours per week Monday to Friday.
- Annual leave entitlement: 21 days + bank holidays per annum, increasing by 1 day a year at commencement of new leave year, up to a maximum of 5 additional days. This is effective after completion of 1 years' service.
- Company Pension.
- Full training plan as part of Logic Academy.

Logic Fire and Security are an Equal Opportunities Employer and proactively promote equal opportunities throughout the Company. Logic has a Zero Tolerance policy regarding any harassment in any form.

If you are interested in the above position, please respond in writing with your CV and cover letter to recruitment@logicfireandsecurity.com