

## JOB DESCRIPTION

---

<b>Job Title:</b>	Business Administration – Customer Support Apprentice
<b>Purpose of Job:</b>	To ensure that customers are given a high level of customer service from general enquiry to delivery and after sales service. To provide support to Business Development Managers
<b>Location:</b>	Shrivenham Hundred Business Park, Watchfield, Swindon, SN6 8TY

### RESPONSIBILITIES:

- Provide excellent service by collecting relevant information from a customer relating to their enquiry
  - Provide customers with information on quotes, orders and enquiries, particularly on the phone, in conjunction with Business Development Manager
  - Process customer orders
    - Acknowledge customer orders
    - Invoice customer shipments
    - Place purchase orders on supplier
    - Ship product to customers
    - Send out samples
  - Process customer repairs and returns
  - Order, ship and track demonstration orders
  - Maintain an accurate and up to date CRM database - clean the database by telephone contact with customers.
  - Support marketing activities
  - Answer the phone and take messages
  - Open and distribute the post
  - Other tasks that may be needed to support the business
- 

### SKILLS/EXPERIENCE/QUALIFICATIONS

- Efficient time management with ability to plan and prioritise own workload.
- Good written and spoken English
- Excellent Excel, Word skills

### PERSONAL QUALITIES

- Warm outgoing personality
- Enthusiastic about customers and their needs
- Willing to learn new things
- The confidence to ask questions and say “sorry I don’t know, but I know who to ask”

### REQUIRED BEHAVIOURS:

- **Customer Focus** – You are the friendly voice for the customer preferring to phone the customer rather than email, striving to understand and meet their needs.
- **Keeping Commitments** – You demonstrate a can-do attitude, keeping customers and Business Development Managers up to date with how you are progressing customer issues.
- **Team Focus** – You put the needs of the team first, before your own needs and drive to achieve the goals of the department.