



Solutions | Express | Onsite

## **Customer Operations Administrator**

**Category: Onsite**

**Job Type: Full-time – Permanent**

**Hours: 08:30 – 17:30**

**Salary: £20,000 - £22,000 Per Annum**

**Location: Ipswich**

Eastern Hose operates the largest independent fleet of hydraulic hose field service vans in the UK and we now have a position available for a Customer Operations Administrator. We are looking for a passionate individual who is looking to strive and progress in a business that is constantly growing. Someone who can deliver excellent customer service and who is pro-active, reliable, hard-working, and organised. You should be able to work independently as well as part of a team.

The individual will be responsible for a number of tasks including but not limited to the following;

### **Main Duties:**

- Reviewing job details and Invoicing proformas
- Chasing purchase order Numbers
- Ensuring paperwork is up to date, on time and meets the required customer standards
- Responding to customers via email, our online portal and telephone
- Taking breakdown calls from customers
- Creating jobs on our system
- Reviewing job details on the system and preparing invoices to be sent to customers
- Liaising with our warehouse staff

### **The ideal candidate will have:**

- Excellent communication skills and telephone manner
- The ability to build constructive and collaborative working relationships
- Strong geographical knowledge
- Excellent organisational skills
- Strong attention to detail
- Ability to work as part of a team or on your own
- Demonstrate a positive “can do” approach to work

If you are enthusiastic with a great work ethic, a ‘can do’ attitude and someone who can consistently produce accurate results whilst working to strict deadlines, we want to hear from you.