



Environmental Science

Part of Normec

Job Description

Job Title:	Customer Services Administrator
Department:	Customer Services
Hours:	37.5 hours per week; normally 08:30am – 5:00pm
Reports to:	Customer Services Advisor
Direct Reports:	N/A
Job Purpose:	To assist the team managing customer accounts for inbound and outward communication, working in partnership with the Company's customers to ensure that a proactive and positive relationship is developed and maintained.
Role Accountabilities and Main Duties:	<ul style="list-style-type: none"> To act as the voice of the customer in the business to ensure that the customer's needs are always a priority. To manage incoming enquiries via telephone. To manage central email inbox. To update spreadsheets and process data from paper based processes as required. To process worksheets from Site Testing for issue to clients upon approval. To provide effective communication of sample discrepancies and issues to the customer. To assist in monitoring sample progress through the laboratory to ensure that the customer's requirements are met and that any issues are identified. To provide effective and accurate administration of customer service procedures and reporting. To liaise with the laboratory, Sample Preparation & Logistics staff, building effective relationships. To make a positive individual contribution to developing and maintaining department KPIs. These duties are by no means exhaustive and should not be interpreted as a complete definition of the role.
Person Specification:	<p>Essential:</p> <ul style="list-style-type: none"> Experience in a customer facing role. Strong prioritisation and organisational skills. Positive attitude towards change. Adaptability to use various in-house systems and processes. Close attention to detail and an understanding of operating within a quality system. Good IT skills (Microsoft based products, in particular Excel and Word). Good written and verbal communication. <p>Desirable:</p>



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	<ul style="list-style-type: none">• Scientific education background with knowledge of environmental chemistry or similar.
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