



Customer Care Administrator
Office Administrator & Customer Care Role

Start Date
April 2020

The Package
£17,000 Per Annum
Based on a 6-month probationary period

9am-5pm Monday-Thursdays
9am-4pm Fridays
1 hour unpaid lunch

21 days Paid Annual Leave Per Annum + Bank Holidays
On site Gym Membership provided
Parking provided

The Role

Crouch Electrical are an established and expanding family-run firm who are looking for a friendly and enthusiastic, team player to join the company. The role requires a highly motivated individual with good literacy and numeracy skills and excellent IT skills. They will also possess excellent interpersonal skills and be highly organised.

The role will include office based administrative tasks as well as providing exceptional customer service to our clients, dealing and liaising with customers over a variety of matters.

Duties

Will include, but are not exclusive to;

- Handling sales and purchase invoices
- Filing and compiling reports
- Data inputting & record keeping
- Ordering supplies & materials
- Processing orders
- Managing data
- Liaising with clients
- Liaising with and managing an online diary system for our field engineers
- Handling customer care issues
- Using bespoke finance and management software packages

The Candidate

Will;

- Be enthusiastic and self-motivated with a “can do” approach to working within a close-knit team
- Be flexible due to the varied nature of the role and be a supportive member of the team
- Be able to think and work independently and show initiative within their work
- Have a professional and courteous manner in the workplace, particularly when dealing with clients
- Possess excellent organisational skills and the ability to prioritise workloads
- Be competent in carrying out basic office administrative tasks such as creating basic spreadsheets, compiling business emails and using bespoke software

- Have a professional and smart business-like appearance
- Have a friendly and approachable disposition
- Have a desire for professional development

Experience

- At least 12 months office work experience in an administrative role required.
Full “on the job” training will be provided.

This varied role will be based at our new offices located on the outskirts of the village of
Blisworth

Please submit CV's via the careers section on our website or by email to
info@crouch-electrical.co.uk

*Crouch Electrical, Victory House, 400 Pavilion Drive, Northampton, NN4 7PA,
www.crouch-electrical.co.uk*