

Customer Service Administrator

Job Description

Job Overview

ISDI is looking to hire a Part Time Customer Service Administrator to join the team as we continue to grow. This role would suit someone returning from a career break and would support hybrid working. The precise hours are negotiable, but ideally around 60-70% of full time with hours spread evenly through the week. The role would report to the Planning and Procurement Manager.

ISDI are a world-leading technology company that manufactures CMOS image sensors and X-ray detectors using our unique intellectual property at our facility in London. Our products are used in medical imaging and non-destructive test systems worldwide, exporting primarily into Europe, USA and Asia. The successful candidate must have relatable experience in a similar role, preferably in a manufacturing business, but ultimately must possess the attitude and aptitude to fit and develop in the role.

Responsibilities

- Work closely with the Planning and Procurement Manager and Business Development Manager to provide excellent service to our customers
- Take ownership of the customer service inboxes, ensuring customers queries are attended to as sufficiently as possible
- Build relationships with customers by providing excellent service and responsive communication
- Monitor customer satisfaction and help identify any barriers or opportunities for improvement
- Create, send and follow up on sales quotations and opportunities.
- Input customer purchase orders and provide sales acknowledgments
- Gather insight into customer activity to ensure the accuracy of the sales pipeline
- Consolidate relevant customer files, documentation and correspondence onto the CRM
- Ensure the integrity of information contained
- Become proficient in the use of the MRP and CRM systems and be able to communicate accurate information to the wider team

Qualities and Qualifications

- Prior experience in customer services. Experience within a manufacturing organisation would be beneficial but not essential.
- Excellent verbal and written communication skills
- Exceptional organisational and time-management skills
- Resilient and calm natured
- Meticulous and diligent
- Experience using ERP and CRM systems
- Excellent Microsoft Office skills