

Job Description

Job Title	Customer Services Administrator
<p>Job Purpose/Summary</p>	<ul style="list-style-type: none"> • Main account contact for hospital clinics (additional cover to colleagues' clinics in times of absence). • Maintain relationship with key Orthotic accounts. • Liaise with clinics to identify appointed orders. • Liaise with the production manager and team leaders in production to ensure timely delivery. • Ensuring that processes are completed on time as per the department daily working routine. • Handle clinic/customer enquiries and issues in a timely and professional manner via telephone, email or fax. • Proactively report any delays with orders to customers. • Proactively monitor End to End delivery. • Build positive relationships with internal and external customers facilitating open communication. • Support and encourage team members and assist others as required. • Ensure the Clinic and Sage systems are updated with information daily. • Report any customer issues or order delays to the Customer Service Manager.
<p><i>This job description and person specification are an outline of the tasks, responsibility and outcomes required of the role. The job holder will carry out any other duties that may reasonably be required by their line manager.</i></p> <p><i>The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Company.</i></p>	
<p>Job Description Agreement</p>	
<p>Job Holder's Signature:</p>	<p>Date:</p>
<p>Head of Department Signature:</p>	<p>Date:</p>