

Unit 3
Stourton Link
Intermezzo Drive
Leeds
LS10 1DF

Tel:
+44 (0) 113 270 4841

Email:
hr@steepergroup.com

www.steepergroup.com

Vacancy

Customer Services Administrator

Steeper Group is a privately-owned business that was formed almost 100 years ago. Since then we have expanded across prosthetics, orthotics and assistive technology – with a focus on creating significant turning points in individuals' lives through exceptional clinical services and award-winning products.

We are a true leader in our market. From humble beginnings, we have grown to become one of the UK's largest suppliers of Orthotic, Prosthetic and Assistive Technology products. Uniquely, we combine age-old craft skills with the latest innovations in manufacturing and materials.

Steeper's vision is to create life's turning points, together. We aim to do this with innovative prosthetic, orthotic and assistive technology products and services.

We currently have a vacancy for a motivated team player to join our company as a Customer Services Administrator within our Orthotics team, working at our Head Office – Leeds.

Duties/ Responsibilities:

In this role you will carry out duties that ensure the efficient day to day running of the customer services department. This is carried out in line with the departmental processes and procedures.

In addition, you will:

- Deliver a positive customer experience in every aspect of our products, services and support, such that delighted customers are motivated to place repeat orders.
- Be the main account contact for clinics; maintaining the relationship to ensure the clinic are able to deliver a positive outcome to the patient.
- Liaise with clinics to identify appointed orders.
- Liaise with the production manager and team leaders in production to ensure timely delivery.
- Ensure 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, which facilitate open communication of successes and problems and hence, continuity of business
- Support and encourage other team members and assist team members as required
- Ensure the Clinic and Sage systems are updated with information daily, report any problems and delays to the Customer Service Manager

The list above is not exhaustive.

If you feel you have the necessary attributes to be considered for the above position, to apply, please complete an application form or submit your CV. Application forms can be obtained by emailing the HR team on (hr@steepergroup.com). Alternatively visit www.steepergroup.com/careers and download an application form from the website.

Due to the high volume of applications we anticipate we will receive for this role, in the event you have not heard from us within 14 days, we regret to inform you that you have been unsuccessful in your application.

Unit 3
Stourton Link
Intermezzo Drive
Leeds
LS10 1DF

Tel:
+44 (0) 113 270 4841

Email:
hr@steepergroup.com

www.steepergroup.com

Vacancy



Steeper is committed to valuing diversity and treating everyone who works for or wishes to work for us fairly. We will treat everyone with the same attention, courtesy and respect, regardless of age, impairment, ethnic origin, nationality, religion or belief, social class, sex, sexual orientation, gender reassignment, marital or civil partnership status, responsibility for dependents, pregnancy and maternity or trade union activity. Steeper is committed to act positively towards disabled people and we actively welcome applications from disabled people.