

Employer: Canny Clever IT Service Centres Limited

Vacancy: Customer Service Admin

Hours: 1 x 15 hours per week flexible times

Salary: £11.44 per hour – National Living Wage

Working pattern: Hours between 10am – 4pm, flexible

Number of vacancies1

Job Summary

Customer Service Administrator

We are looking for a responsible Customer Service Administrator to perform a variety of administration tasks.

To assist in all administration and marketing aspects of our business, while working towards a higher apprenticeship.

Duties of the Apprentice Customer Service Administrator include providing support to our employees, customers, business clients and suppliers, while recording all details in the company's electronic systems.

- Answering and directing phone calls
- Organizing and scheduling appointments
- Assist in the preparation of regular scheduled reports
- Follow office policies and procedures
- Maintain records held in companies' electronic systems
- Provide general support to visitors
- Act as the point of contact for internal and external clients
- Any other reasonable duties required by company management

Essential skills, experience and qualifications

What do we expect to see from you?

This is a starting role, so we don't need qualifications or experience... that's what we're here for. But there are a few key behaviours and skills we want to see from our candidates; and these are ones that if you possess and can demonstrate; you will make this work placement a real success!

- A commitment to own learning and development and ready to complete the training on offer
- Enthusiasm for IT and excellent customer service
- Flexibility to work across all company premises and operations
- Flexibility to work away from home or attend trade events on occasion
- Able to reach our Whitley Bay base within a reasonable travelling time from your home address
- Well-presented and punctual