

Job Title:	Customer Support Administrator	Position Type:	Full Time - 37 hrs per week
Location:	Judges House, Laughton	Travel Required:	5%
HR Contact:	personnel@quorumtech.com	Date posted:	February 11, 2022

Job Description

MAIN PURPOSE OF JOB

The position is a new role, aimed at improving Quorum’s customer response in a global market with increasing demand for our products and services. You will be coordinating the activities of a small team of Field Service Engineers, fielding customer queries, planning the workload of Quorum Engineers as well as coordinating with technical staff at our representatives and agents around the world to ensure high levels of customer satisfaction. The job will be based in the Laughton factory.

RELATIONSHIPS

REPORTS TO: Global Service Coordinator

RESPONSIBLE FOR: No direct reports.

INTERACTS WITH: Service Engineers, Sales Admin, External Customers.

ROLE AND RESPONSIBILITIES

The Customer Support Administrator will:

Be the primary customer contact for service issues. Key tasks include:

- Respond to enquires in a professional and timely manner by email or phone, in a way that leaves customers with a positive impression of Quorum.
- Act as the first contact, analysing customer needs, identifying necessary parts, etc.
- Advise Service Engineers on the customer requirements and feedback technical advice to the customer.
- Quote spare parts, service visits and maintenance agreements to existing and prospective customers.
- Assist with resolving billing issues with the accounting department as necessary.
- Assist in handling customer dissatisfaction, providing appropriate solutions and alternatives and following-up to ensure resolution. Escalate to senior management when appropriate.

Efficiently and profitably schedule and dispatch Field Service Engineers, to carry out installations, corrective and preventative maintenance visits in line with customer requirements and quality standards. Key tasks include:

- Work closely with the Global Service Coordinator (who travels extensively) to ensure that you understand priorities and best practice.
- Proactively monitor Engineer activity to ensure that you are always aware of engineers’ availability and assist with any issues that arise.
- Raise calls in SAP B1 and assign to the appropriate Engineer. No calls to remain unallocated at end of each day.
- Maintain the Service Calendar in Outlook so Engineer schedules are up-to-date and visible to others.
- Liaise with Operations as necessary to get the right parts, competitively and on time to customers.
- Coordinate with end-users, Engineers, and local distributors to ensure work is carried out according to the agreed schedule.
- Support the field service team by shipping parts ahead to time, making travel arrangements, etc.

Be responsible for the quality of reports and information on Customer Service. Key tasks include:

- Ensure customer visit reports are completed by Engineers before leaving site and signed by the Customer.

- Ensure all customer information is booked in SAP B1 in an accurate and timely fashion, including calls, end-user data and warranty extension forms.
- Assist in preparation of KPI reports on Service activities for management.
- Attend daily/weekly/monthly meetings with managers to enhance working relationships and ensure a clear understanding of planning for the month ahead.
- Feedback to the management team on process improvements and suggestions.

Act as cover for the Sales Admin team. Key tasks include:

- Become proficient in order entry and invoice preparation so you can provide cover for Sales Admin staff during holidays and other absences.
- Provide training in your working practices for Sales Admin team so they can do the same for you.

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

PERFORMANCE MEASUREMENT

- Customer Satisfaction. Ability to meet customer expectations and to maintain Quorum's established reputation for excellence
- Data Quality. Ability to ensure that all established administrative routines and records are kept accurately and up to date.
- Timeliness. Concise, detailed, and accurate recording of information and provision of reports as required by senior management.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

5 GCSEs to include Maths and English and/or NVQ Level 1, or equivalent.

REQUIRED EXPERIENCE AND SKILLS

The successful candidate must have:

- Experience within customer facing support roles is essential.
- Proficiency in Microsoft Office is essential.
- Problem solving and collaboration skills to own and resolve customer issues.
- Good telephone manner with colleagues and customers
- Ability to make decisions and challenge engineers if needed, while maintaining positive relationships.
- Excellent time management and communication skills.
- Ability to cope with rapidly changing demands on time and prioritise jobs according to urgency.

PREFERRED EXPERIENCE AND SKILLS

- Knowledge of the field of scientific instrumentation.
- A technical background in field service or engineering would be a strong advantage.
- Experience with SAP B1 would be a significant advantage.

ADDITIONAL NOTES:

The role is office-based but assisting with packing/unpacking products will require bending, lifting and carrying heavy equipment.

Key Words: dispatcher | electron microscopy | sample preparation | scientific instrumentation | field service | SAP