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Customer Services Administrator

Job Title: Customer Services Administrator

Location: Chesterfield, Derbyshire S44 5JX or Dyce, Aberdeen AB21 0GL

Job Type: Full-Time

Working Hours: Monday to Friday 8.30am to 5pm

About Us:

Industrial Ancillaries Ltd are an independent family owned Industrial Supplies and Engineer's Merchant and have been providing a *Service to Industry* since 1969.

We are a dynamic and customer-focused company dedicated to providing exceptional service and support to our clients. We are looking for a friendly and proactive Customer Services Administrator to join our team and help us maintain our high standards of customer satisfaction.

Our Head office and national distribution centre is in Chesterfield, where we ensure next-day delivery across the UK from our large stock inventory, we also operate a sales office in Aberdeen.

Industrial Ancillaries are proud to be accredited with ISO 9001, ISO 14001 and ISO 45001 and hold many other accreditations to support our commitment to quality services and environmental awareness.

Our wide range of products covers many areas of industry but our main focus is on the *Fluid Power* and *Compressed Air* industries.

Key Responsibilities:

- **Customer Support:** Provide excellent customer service through various channels, including phone, email, and live chat. Address customer enquiries, complaints, and issues promptly and professionally.
- **Order Processing:** Assist customers with placing orders, tracking shipments, and processing returns or exchanges.
- **Data Processing:** Assist our Business Development Team with keeping customer terms up to date on our ERP System. Maintaining customer data on our web ordering portal
- **Product Knowledge:** Maintain a thorough understanding of our products and services to provide accurate information and support to customers.
- **Problem Resolution:** Identify and resolve customer problems efficiently. Escalate complex issues to the appropriate department or manager when necessary.
- **Feedback Collection:** Gather customer feedback and provide insights to the management team to help improve our products and services.
- **Documentation:** Keep detailed records of customer interactions, transactions, comments, and complaints. Ensure all customer information is accurately entered into our systems.
- **Team Collaboration:** Work closely with other team members to ensure a seamless customer experience. Participate in team meetings and training sessions.



Qualifications:

- **Education:** GCSE in English and Maths
- **Experience:** Previous experience in a customer service role is preferred but not required as training will be provided. Experience within the hydraulics and pneumatics industries is again preferred but training is available through our association with the British Fluid Power Association.

Skills:

- Excellent communication and interpersonal skills.
- Strong problem-solving abilities.
- Ability to work in a fast-paced environment and handle multiple tasks simultaneously.
- Proficiency in using customer service software and tools.

Benefits:

- Salary of £24,500
- Annual leave of 24 days plus bank holidays
- Opportunities for professional development and career growth.
- A supportive and friendly work environment.

Other Information:

- Parking is available at both sites
- Good Public transport links to both sites
- Bike storage and changing facilities available at both sites

How to Apply: Please submit your CV and cover letter detailing your qualifications and experience to recruitment@indanc.com

