

Sales and Service Administrator – Waterlooville

Rafferty Resourcing is seeking an experienced Customer Service candidate with previous office and administration experience to join a Waterlooville based business. The company is renowned for its exceptionally low turnover of staff, fantastic company benefits and commitment to giving employees a good work-life balance.

On a day to day basis you will be working in an open-plan office, with good on-site facilities and a friendly team. The role will involve dealing with customer enquiries via email and phone. This is a permanent position and the working hours will be 8.30 am to 5.00 pm Monday to Friday.

Duties and Responsibilities:

- Responding to customer enquiries via email and phone
- Providing quotations for products via email and phone
- Taking detailed customer order information and recording on the CRM system
- Liaising with internal departments regarding delivery times and availability
- Updating customers on stock availability and deliveries
- Sending invoices to customers
- All associated customer administration

Experience Required:

- Must have previous office-based experience
- High attention to detail
- Ability to produce professional emails and documents
- Good numeracy skills
- Excellent telephone manner and customer service experience
- Ability to build relationships quickly with customers

Additional Information:

- Salary up to 24k depending on experience
- Hours of work 8.30 am to 5.00 pm Monday to Friday
- 28 to 33 days annual leave
- Flexibility to work additional hours and take early finishes (when available and on a rota)
- Wellbeing programme
- Dental and Health Insurance
- Cycle to work scheme

**If you feel you have the relevant skills and experience and would like to apply,
please email a copy of your CV to amelia@raffertyresourcing.com**