

## **Customer Service Administrator – Chichester (Hybrid)**

We are currently seeking a Customer Service Administrator for a business based in Chichester. This position is working for a business that considers people as the most important element of the business and has created a culture where smart, ambitious, and positive people can thrive.

### **Remote Working:**

At the moment the company has hybrid working options. Employees are able to come back to the office full time if they wish to do so, or they can opt to divide their working week between the office and home. Please note that applicants won't be able to exclusively work from home and therefore will need to be able to commute to Chichester.

### **The Role:**

The successful candidate will be providing full administrative and customer service support to a number of client accounts. The role encompasses all elements of customer operations but focuses mainly on delivering all customer orders on time.

We are looking for a candidate with a can-do attitude and an eye for detail to join the team. The company is looking for a team player who will thrive in the day-to-day of the business with a strong work ethic and solid communication skills.

### **Duties and Responsibilities:**

- Ensuring customer orders and allocations are processed efficiently
- Providing a direct point of contact for the customer
- Building strong working relationships
- Responding to emails and telephone requests
- Providing product information
- Coordinate sample requests for customer buying teams
- Providing overflow assistance to the Customer Services team by answering incoming telephone calls and dealing with any queries that may arise

### **Skills and Experience required:**

- Intermediate to advanced level of experience in Microsoft Excel and Word
- Previous experience dealing with customer accounts
- Ability to multitask, be organised and meet deadlines
- Liaising with other staff and external customers via telephone and email
- Strong IT skills

**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](mailto:amelia@raffertyresourcing.com)**

Head Office  
Recruitment Experts

**Rafferty**  
RECRUITMENT REBELS

**Additional Information:**

- Hours of work Monday to Friday 9.00 am to 5.00 pm
- Beautiful open-plan offices
- Free car parking and good public transport links
- Smart casual dress code
- Great benefits package
- Opportunities for professional development

Keywords; account manager, customer service executive, customer service, customer service advisor, accounts administrator, administrator, office administrator

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