



## Job Description

JOB DETAILS	
<b>Name:</b>	
<b>Job Title:</b>	Customer Service Administrator
<b>Responsible To:</b>	Commercial Manager
<b>Job Responsibility:</b>	To deal with all clients, companies and other professionals in a customer service / administrative capacity. To follow and carry out company procedures and demonstrate the highest customer care and service as a representative of the Company.

MAIN TASKS, DUTIES AND RESPONSIBILITIES:	
1.	To provide administration support to new and existing private clients, professionals and NHS companies and help deliver a service of the highest standard.
2.	To maintain accurate, comprehensive and up to date client records on the company database
3.	To arrange client appointments from consultation through to delivery liaising with the clinicians and technicians, processing and tracking component orders and ensuring payment where policy dictates.
4.	To provide administration support to DOC Clinicians on a daily basis and help manage and maintain their diaries on the company database.
5.	To support and work as part of an Administration Team using standard working practices and help cover their roles in their absence including reception when required.
6.	To raise quotations & sales invoices for clinic patients and to make sure that relevant documentation and payments received ready for appointments.
7.	Ensure customer enquiries are handled in a timely and appropriate manner and brought to a conclusion.
8.	Ensure that potential customers are supported through consultation and quotation stages and that quotes are either progressed to clinic work or closed with the reason why the person isn't going ahead.
9.	To follow-up with clients after service / product delivery, ensuring any post-delivery issues are resolved.
10.	Deliver a structured programme for all ongoing proactive communication with customers (including keep in touch calls and product / service updates).
11.	Co-ordinate all service activity for prosthetic items which require maintenance / servicing for the Ringwood Clinic.
12.	Create and manage projects on Sage for new clinic jobs. Creating budgets, ensuring correct labour and materials are allocated, completing jobs in a timely fashion once the patient has taken delivery.
13.	To assist, support and be directed by the Commercial Manager and Clinical Services Director on any other general day to day duties as appropriate to the daily operation and development of the Clinic.
14.	To work to and uphold company, ISO and working procedures / standards.

<b>SKILLS REQUIRED:</b>	
1.	Excellent knowledge and skills of all Microsoft packages.
2.	Sound customer facing communications with an empathetic and understanding approach.
3.	Ability to support and work as part of an administration team.
4.	Self-motivation and drive to complete tasks and the ability to interact and communicate confidently with Patients and other team members of all levels.
5.	Strong organisational skills, ability to multi-task and work to deadlines.

<b>ADDITIONAL INFORMATION:</b>	
1.	Performance will be appraised on an annual basis as part of the company's performance review process.
2.	This job description is not intended to be exhaustive and the post holder will need to be flexible in their approach (undertaking as necessary, any other duties appropriate to the job).

To ensure continued personal effectiveness and to meet operational requirements, job descriptions are periodically reviewed and updated. The Company would aim to discuss and reach agreement with you regarding any changes proposed but reserves the right, following reasonable consultation, to introduce any necessary changes to maintain business effectiveness and meet operational requirements.

Signature of Job Holder: \_\_\_\_\_

Signature of Line Manager: \_\_\_\_\_