

Gentex Europe Job Description



Job Title: Customer Support Administrator		Approved by: Customer Support Manager	Date: 09/08/18
Department: Customer Support		Reports to: Customer Support Lead	Revision no: 2
Job Status: Full-time <input checked="" type="checkbox"/> Part-Time <input type="checkbox"/> Temp <input type="checkbox"/> Location: Letchworth <input type="checkbox"/> Stranraer <input checked="" type="checkbox"/> Home Based <input type="checkbox"/>			
Purpose/Objective:			
Responsible for designated customers and the accurate and timely processing of orders and the associated documentation. To work in close co-operation with the Air Divisional Sales and Support Teams. To provide updates on orders/ delivery requirements to customers and the sales team as required.			
Key duties/responsibilities		Person Specification	
Accurate entry of customer orders onto the company's computer system. Production of all associated order documentation. Maintain Customer Records. Establish and maintain regular communication with customers by telephone and email in conjunction with business transactions. Identifying and assessing customers needs to achieve satisfaction through regular communication by telephone and e-mail. Screening of sales enquiries. To become familiar with the product lines and their applications and make recommendations as appropriate. To effectively handle, report issues and trends reported from customers and provide feedback and recommendations. To update customer information of the prevailing customer CRM systems. General Duties; Telephone answering; Directing Calls; Greeting visitors at reception; Incoming/Outgoing post;		Numerate and literate, with the ability to create strong relationships with customers and colleagues. Strong organisational skills with close attention to detail. Ability to work under own initiative and take decisions within own level of authority. Pleasant and clear telephone manner. Ability to multi-task, prioritize and manage time effectively. Presentable. Able to work within a small team.	

Skills and Abilities		Qualifications/Experience			
Effective communication. Demonstrate solid customer service abilities in all facets of customer services and customer satisfaction. Strong verbal and written abilities, as well as excellent listening and feedback skills. Attention to detail.		Experience working with an enterprise business system and Microsoft Office applications. Experience working in a Customer Support Role.			
		Any other duties			
		Supporting other customer support business areas during holiday or sickness periods. Additional duties may be required to be carried out as prescribed by business demand.			
Competencies	Expected level for the position required rate 0-5	Current level achieved rate 0-5	Gap	Comments	Key
IT Literate	4				0 Not Required
Communication Skills	4				1 Training necessary
Self Motivation	4				2 In training
Adherence to Timescales	5				3 Qual with s/vision
Strong organisation skills	5				4 Fully qualified
Attention to detail	5				5 Able to train others
Travel: Generally, travel not req <input type="checkbox"/> Limited travel req <input checked="" type="checkbox"/> Regular travel req <input type="checkbox"/>					
Career Progression and Training and Development: Ongoing opportunities within the organisation will be reviewed and additional Product training given as and when required.					

I hereby confirm that I have read and understood the Job Description, and will fulfil my duties and responsibilities in an efficient manner.

Full Name of Employee

Date and Signature of Employee

Date and Signature of Line Manager