**Purpose and objectives of the role**

Our Front Office Customer Service Administrator will be motivated, organised, high calibre and dedicated to delivering an outstanding customer experience from the start. Demonstrating a keen attention to detail you will be working as part of a team to book in service and repair jobs for a diverse range of customers and clients in the South West region

**Main duties and responsibilities:**

As part of your main duties and responsibilities you will be expected to take full ownership of the tasks outlined below and any other reasonable requests as required by your line manager:

* Receiving inbound calls regarding general customer enquiries wanting to book in a service, installation or repair on their heating system
* Logging jobs accurately on CRM including sending text messages via the system
* Checking of internal dashboards daily, ensuring the information is accurate and up to date along with any client specific spreadsheets as necessary
* Dealing with customer/ client complaints giving a first call resolution at all times.
* Building rapport with new and existing customers/ clients
* Process Heat Plan Renewals dealing with all administration associated with this contract as and when required
* Preparing quotations for clients and customers as and when required
* Liaising with our surveyors and engineers providing relevant information to them to ensure the job can be completed both verbally and electronically
* Attend management review meetings as and when required
* Adhering to company principles and values
* Any other duties reasonably requested to cover business steps
* Ordering of parts as required
* Escalate compliments and complaints process in line with company procedure

This is an exciting opportunity for an exceptional individual to join this fast paced, well established friendly team, with excellent career progression opportunities.

**Person specification**

* Strong Customer Focus ensuring we always do the right thing for the customer
* Previous experience in a customer focused environment and dealing with high volumes
* Demonstrable experience of working within a structured process
* Excellent IT Skills (MS Word, Excel and Outlook)
* The ability to work well as part of a team and individually
* Have a can do attitude.

**Key Relationships**

*Internal*

* Front & Back office Admin Team
* Engineering Team

*External*

* Clients, Customers

**Gregor Heating’s Values**

* **Passion –**We are passionate about the quality of our work and the service we provide to our customers, suppliers and each other
* **Pride –**We are proud of our Company and our reputation and are committed to being the best we can
* **Professionalism –**We are qualified and well trained team, always behaving in a professional manner treating everyone with courtesy, respect and consideration
* **Protective –**We will protect the reputation and sustainability of our business and are accountable for every decision we make. We are trusted and reliable
* **Proactive –**We are forward thinking. We use the very best technology, equipment and training to always be able to provide the best solution for the customer

To apply for this role please submit your CV to Jane Putley [jane@gregorheating.co.uk](mailto:jane@gregorheating.co.uk)