

Job Title:	IT Customer Service Administrator
Reporting to:	IT Customer Service Manager
Date:	August 2019

Brief overview of the role:	<p>The Customer Service Administrator will provide administrative support to the Customer Service Manager.</p> <p>The primary responsibilities of this role are;</p> <ul style="list-style-type: none"> • Ensure that all Customer documentation is accurate and distributed within the contracted time-scales. • Manage customer escalations in a professional and timely manner. <p>Attention to detail is an absolute must for this position along with the ability to work well under pressure.</p> <p>This role would suit a candidate who has demonstrable experience of working in a customer interactive IT Service Desk environment and is looking to take the next step in their career progression towards Customer Service Management.</p>
Duties:	<p>Routine duties include but are not limited to;</p> <ul style="list-style-type: none"> • Review, amend and distribute monthly Service Management Reports for all Customers within strict timescales. • Provide a single point of contact for Customer queries/escalation by phone/email. • Acknowledge receipt of all Customer communication in a timely manner. • Maintain and enhance existing relationships between Prolinx and its managed service customer base. • Assist the Customer Service Manager with the collation of Service Review Presentation Packs. • Assist in developing the Customer satisfaction process to ensure that it is continuously measured, recorded and communicated. • If required attend Customer Meetings either by phone or face to face. <p>Service Transition</p> <ul style="list-style-type: none"> • Liaise with internal teams to ensure new Customer reporting requirements are understood during the service transition process. <p>Continual Service Improvement</p> <ul style="list-style-type: none"> • Identify improvement opportunities within the day to day services. • Provide a single point of contact for escalated incidents and problems for Customers/Prolinx/Suppliers.
Essential Skills and Experience:	<ul style="list-style-type: none"> • Ability to obtain Government Security Clearance (SC) with no restrictions. • Excellent attention to detail. • Strong analytical and problem solving skills.

	<ul style="list-style-type: none"> • Excellent telephone skills and able to demonstrate a confident and professional attitude when communicating with Customers and internal Managers. • Ability to motivate and build strong relationships with colleagues to deliver professional, high quality services that gives consideration to the Customer experience throughout. • Familiarity with Service Delivery standards and frameworks (eg ITIL). • Strong Customer focus – demonstrating a thorough understanding of the Customer needs and able to build effective relationships with customers at all levels. • Results focused. • Self-motivated and ability to work unsupervised. • Ability to create/review/amend Customer facing documents and deliver to meet contractual obligations. • A flexible approach to work at all times and the commitment to ensure tasks are completed to deadline. • Working knowledge of MS Office products. (Word/Excel/PowerPoint/Outlook)
Advantageous Skills and Experience:	<ul style="list-style-type: none"> • Full UK driving license with ability to travel to Customer locations. • Ability to work well independently and as part of a team.
Personal Attributes	<ul style="list-style-type: none"> • A positive and strong personality who is approachable, has a can-do attitude and is reliable.

Equal Opportunities

Prolinx does not discriminate on the basis of race, religion, colour, sex, age, disability or sexual orientation. All recruitment decisions are based solely on qualifications, skills, knowledge and experience and relevant business requirements.

The Job Holder will understand the regulatory, fair trading and competition rules relating to their work sufficiently to be able to comply with them, relying on their knowledge or on their ability to recognise that they will need specialist support.

The Job Holder will actively support at all times company policy and best practice in the area of security, with particular emphasis on the protection of sensitive customer information. This includes the Security requirements of our customers