

# Customer Satisfaction Representative

## Job Specification



The successful candidate will join a fast growing dedicated and key team within the business. You will be providing all round administration support to our dedicated sales force. This includes effective communication between the Sales Team and its customers by pro-actively engaging in the customer query to ensure swift resolution and effective handling of all issues. The ideal candidate will be proactive, motivated with the ability to prioritise in fast paced environment and the initiative to effectively and efficiently meet the demands of the team. We are looking for a team player, with a can-do attitude! Strong attention to detail, high standards in quality of work and the ability to adopt to different working styles and needs are an important requirement for this role.

### **Responsibilities:**

- The complete pre- and post-sales administration support on behalf of the Sales teams
- Building quotations
- Generating Sales Orders
- Raising Purchase Orders
- Managing customer returns
- Maintaining the back-order reports
- General administration duties as required
- Strong and effective communication skills both in writing and verbally are key
- You will be supporting with customer queries both via email and over the telephone

### **Key Skills:**

- Detail-oriented and organised
- Highly motivated and enjoy a fast-paced environment
- Have an ability to work independently, autonomously and take initiative
- Have the ability to multi-task and pro-actively manage various issues
- Have excellent time management and written and verbal communication skills
- Computer Literate (Microsoft Office suite essential)
- Able to prioritise conflicting priorities

### **Why Academia?**

Academia are a rapidly growing Technology company with a strong footprint in the educational space. We specialise in supplying software, IT hardware, training and managed service solutions to both public and private sectors.

Established in 2003, we employ over 150 dedicated professionals across multiple locations throughout the UK with a group annual turnover of over £80m. Our growing customer base means we have now worked with every single university in the UK. Furthermore, as Ranked #1 supplier on many national frameworks, we are growing our provision more so to strengthen our position as a leading educational supplier.

Within the Academia Technology Group, we also have Charterhouse Muller (our recycling and repurposing company) as well as a new acquisition of Vital York (an MSP in York). We were acquired by Strive Capital in September of 2020, who have provided further support and financial strength to the company.

## **Benefits**

- Gym Membership contribution
- Health Cash Plan
- Life Insurance
- Borrow my doggie membership
- Free will writing service
- Free breakfast
- Increased annual leave with length of service
- Flexible working hours
- And much more...