



## Customer Support Administrator

### Job Outline

We are Ashwoods Electric Motors – an innovative and rapidly-growing cleantech engineering firm based in the South West of England – and we make electric motors that are smaller, lighter, more efficient and cheaper than comparable incumbent designs. Our products are attracting global interest and we are now rapidly expanding to meet the requirements of our ever-growing customer base.

We have the opportunity for a Customer Support Administrator to join our busy Commercial team. The main purpose of the role will be to assist the Customer Support Manager to ensure that all aspects of the business are intrinsically linked and supported by the commercial department.

This role will be considered on both a full time or part time basis depending on experience and requirements. If applying for a part time position please state the hours that you wish to work upon application.

### Job Responsibilities

- Ensuring all customer enquiries are dealt with in a timely and courteous manner – liaising with internal departments as required.
- Making sure all clients are kept fully updated as to product deliveries on a regular basis.
- Logging customer Sales Orders in MRP system.
- Liaise directly with internal and external stakeholders to ensure smooth processing of customer orders.
- Accountability for following up on on-time production and project deliveries.
- Maintenance of internal CRM / MRP systems to ensure data is accurate and up to date.
- General upkeep of sales customer documents such as warranty agreements, NDAs and supply contracts etc.
- Temporarily support the despatch team with booking transport and completing orders off the system.
- Other support / admin duties as required by the Customer Support Manager.

### Essential qualifications, skills and experience

- First class administrative skills
- Experience with CRM/MRP systems
- Strong organisational skills with a real eye for detail
- Good knowledge of Microsoft Office
- Excellent powers of communication
- Strong customer service and customer relations skills
- Excellent time management skills and ability to work flexibly



## Personal characteristics

- Commercial awareness and initiative.
- Excellent attention to detail in a fast-paced environment.
- Keen problem solver with ability to think on their feet.
- First class people skills with good verbal and written communication.
- Sense of humour.
- Strong time management skills

## Salary & Benefits

- Competitive Salary and Pension scheme
- Participation in employee bonus scheme
- 24 days holiday per year, plus bank holidays and opportunity to earn more days
- Flexible working available
- Staff social events

## How to apply

If you think this job is for you then why not email us, briefly summarising why you'd be great for the role and including a copy of your CV, at [work@ashwoods.org](mailto:work@ashwoods.org)

Incidentally, if you're looking at us on behalf of a recruitment agency then thank you for your interest but we're already working with some wonderful people in the industry on an exclusive basis. Thank you.