

Aftersales Support Administrator

Hörmann (UK) Ltd

Doors for Home and Industry

Shirley Dixon

Personal Assistant to Managing Director

Senior Management

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Role Overview:

Working in a fast-paced environment, dealing with incoming calls, accurately processing, and assessing warranty claims in a timely fashion, whilst maintaining excellent customer service. To work closely alongside the existing team to ensure KPI targets are met. Teamwork is essential for this role, but the candidate also needs to be able to operate independently in his or her own role. Dealing with product and understanding the domestic product range is important, as well as communicating daily with our domestic trade partners.

Key Responsibilities:

- Over-seeing the incoming inbox.
- Logging claims accurately and collating required information.
- Assessing claims and distributing for appropriate action.
- Accurately inputting and processing of orders as required.
- Liaising with factories, customers, and other internal departments.
- Maintaining the diary for engineer visits and scheduling appropriately.
- Handling of and dealing with inbound calls to the department.
- Managing difficult conversations with the trade partners.
- Ensuring prompt and accurate filing and archiving of customer orders and correspondence.
- Logging order statistics for reporting purposes and feeding back to Commercial Manager.
- Maintenance of electronic filing systems and associated administration tasks.
- Providing office-based support for customer queries.
- Have a good knowledge of the domestic products.
- Always maintain a professional manner whilst providing excellent customer service.
- To ensure and maintain the departments targets and KPI's are achieved.
- Coordinating feedback and escalation of problems to Commercial Manager.

Personal Attributes:

- Proven customer service background, ideally with phone-based experience.
- Strong understanding and experience of Word, Excel, and Outlook.
- Excellent verbal and written communication skills.
- Numerical ability to be able to work with prices and technical product information.
- Be proactive and highly organised.

- Strong time management, planning skills and the ability to multi-task.
- Work under pressure to deliver a high standard of service.
- Handle difficult customers appropriately and professionally.
- Ability to work on own initiative and as part of a team.
- Plan and prioritise workload efficiently and effectively.
- Work and integrate well with the existing team.

The benefits:

- Full time position
- Free car parking at head office on a first come first served basis.
- Up to 25 days holiday plus bank holidays.
- Canteen facilities with cold drink & snack vending, microwave, and fridges.
- Enhanced family friendly benefits.
- Long Service Award.
- Pension scheme – Salary sacrifice and contributions at a higher % than statutory.
- Jury Service- Full pay.
- Birthday gift and days holiday.
- Reduced rate gym membership (Everyone Active Leisure centres in Coalville and Ashby).

This is only an outline of the responsibilities for this position. It is not intended to be an exhaustive list and may change from time to time to meet the changing needs of the business.

If you think you are up to the challenge, please email s.dixon.lei@hormann.co.uk with your CV and a covering letter.

No Agencies