

## **Customer Services Administrator – Assistive Technology**

Steeper Group is a privately-owned business that was formed almost 100 years ago. Since then we have expanded across prosthetics, orthotics and assistive technology – with a focus on creating significant turning points in individuals' lives through exceptional clinical services and award-winning products.

We are a true leader in our market. From humble beginnings, we have grown to become one of the UK's largest suppliers of Orthotic, Prosthetic and Assistive Technology products. Uniquely, we combine age-old craft skills with the latest innovations in manufacturing and materials.

**Steeper's vision is to create life's turning points, together. We aim to do this with innovative prosthetic, orthotic and assistive technology products and services.**

We currently have a vacancy for a motivated team player to join our company as a Customer Services Administrator within our Customer Services department in Leeds for a period of three months, then to be reviewed.

The successful candidate will support the Customer Service Manager with arranging and preparing for meetings, ensure the efficient day to day running of the customer service department and to provide customer service support in our Assistive Technology area.

### **Duties/ Responsibilities:**

You will:

- Provide administration support to the engineers and managers
- Act as a first point of contact for callers
- Enable smooth running of the department
- Assist cash flow by booking installations

In addition, you will be responsible for:

- Telephone/electronic communication with patients/clients, customers and engineers
- Raising and closing job sheets – FOC and chargeable
- Passing breakdown calls to engineers
- Diary management with engineers
- Dealing with difficult and sensitive patient needs
- Booking in installations and arranging preparation work and service needs for clients and engineers
- Liaising with other internal departments
- Preparing and processing quotations and liaising with the relevant authorities
- General admin duties
- Monthly/quarterly invoicing for maintenance
- Refurbishing stock lists
- Managing key customer accounts

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# Vacancy

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You will need excellent customer service skills, be familiar with PC based office IT and have experience in inputting high levels of data accurately into a data base system.

If you feel you have the necessary attributes to be considered for the above position, to apply, please complete an application form or submit your CV.

Application forms can be obtained by emailing the HR team on (hr@steepergroup.com). Alternatively visit [www.rslsteeper.com/careers](http://www.rslsteeper.com/careers) and download an application form from the website.

Strictly no agencies

**The closing date for applications is 11<sup>th</sup> June 2018**



Steeper is committed to valuing diversity and treating everyone who works for or wishes to work for us fairly. We will treat everyone with the same attention, courtesy and respect, regardless of age, impairment, ethnic origin, nationality, religion or belief, social class, sex, sexual orientation, gender reassignment, marital or civil partnership status, responsibility for dependents, pregnancy and maternity or trade union activity. Steeper is committed to act positively towards

disabled people and we actively welcome applications from disabled people.