

## Customer Services Administrator

**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 working at our Head Office – Leeds.

The successful candidate will state one line of role e.g. contribute towards the improvement of processes across the business to improve safety, quality, on time delivery and cost efficiency.

### **Duties/ Responsibilities:**

In this role you will carry out duties that ensure the efficient day to day running of the customer services department. This is carried out in line with the departmental processes and procedures.

In addition, you will:

- Deliver a positive customer experience in every aspect of our products, services and support, such that delighted customers are motivated to place repeat orders.
- Ensure that processes are completed on time as per the department daily working routine.
- Deal with and assist customers with any enquiries and problems via telephone, email or fax
- Proactively report any delays with orders to customers
- Proactively monitor End to End delivery
- Build positive relationships with internal and external customers, which facilitate open communication of successes and problems and hence, continuity of business
- Support and encourage other team members and assist team members as required
- Ensure the Clinic and Sage systems are updated with information daily, report any problems and delays to the Customer Service Manager.

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.

Due to the high volume of applications we anticipate we will receive for this role, in the event you have not heard from us within 14 days, we regret to inform you that you have been unsuccessful in your application.

### **The closing date for applications is 16<sup>th</sup> July 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.**