

## Administration and Customer Service Assistant

We are on the hunt for a like-minded individual to join the Administration and Customer Service Team as an Administration and Customer Service Assistant.

### The opportunity

As ENTTEC's new Administration and Customer Service Assistant, you will complete administration duties and work on minor customer service responsibilities. You will have a willingness to learn and have strong skills in communication, prioritising and attention to detail.

A large part of your responsibility, will be liaising with our offices in the UK and US, ensuring that communication is tended to in a timely manner and that their concerns are being addressed as well as ensuring their orders are registered and meet the lead time required.

### What you'll do:

Reporting to the *Customer Service Team Leader*, responsibilities will include:

#### Liaising & Customer Service:

- Liaise with the UK and the US offices as well as the production team to co-ordinate dispatch and ensure that orders are registered.
- Liaise with international suppliers to follow up on orders, shipments and PO's.
- Data entry.
- Process new sales orders by entering orders in our ERP system.
- Enter and qualify leads in Salesforce.
- Organise and book shipments.
- Provide shipping information to customers, plus our UK and US offices.

## Administration & invoicing:

- Answer phone and direct calls/take messages where necessary: be the first point of contact.
- Create and modify customer invoices in various accounting platforms.
- Maintain a safe and clean reception area.
- Monitor and maintain weekly stationery/kitchen supplies.
- Place orders for consumables and other raw materials.
- Be aware of and uphold company policy and work methods.
- Manage RMA (Return Material Authorisation).
- Follow up suppliers when needed.
- Meet and greet visitors.
- General administration duties.

## What you can bring:

- A minimum of one year's experience in administration or similar role.
- Administrative qualifications.
- Excellent computer techniques, specifically in Excel, Word, Internet and Office 365.
- The ability to work unsupervised and show initiative.
- Impeccable verbal and written communication skills.
- A high attention to detail.

## Culture and Perks

- A diverse and engaging working environment.
- A culture of experimentation and creative freedom.
- A full-time permanent role, starting ASAP.
- Knowledge sharing and cross-training when possible.
- Working with amazing people.
- No two days will be the same.
- Be part of a team who care and support one another.

This is your chance to work in a creative and high-achieving team. If you believe you have what it takes, then we'd love to hear from you. Email [jobs@enttec.com](mailto:jobs@enttec.com) or click on "apply now". Attach your application (cover letter and CV), telling us why you would be perfect for this role.

APPLY NOW