

JOB SPECIFICATION



MPS CUSTOMER SERVICE ADVISOR – MATERNITY COVER



OVERVIEW

The Primary Function of the role of MPS Operations Team will be the processing of all sales orders, invoicing and stock control whilst providing first line support to our customers via telephone and monitoring of all remote MPS Devices for alerts.

This is a maternity cover role expected to last six months.

WE WANT YOU TO...

Operation - Sales Support

- Process orders through to completion, whilst updating the Sales Team with timescales for ordering, delivery, and invoicing
- Setup of all maintenance contracts – Smartech
- Log and record incoming Sales Orders for processing – Smartech
- Control month end process. Ensure the Reconciliation of Smartech Sales and costs to nominal ledger and commission sheets are completed.

Operational – Service

- Monitoring and evaluate all alerts via our Bluecare monitoring software, emails, internet and phone. Management all toner alerts for clients
- Monitor response times to ensure all SLA's are met. Liaise with Service Manger if there is a breach in SLA's.
- Successfully manage and resolve all customer queries
- Stock ordering via multiple suppliers
- Liaise with third party companies, request clearance details and complete calls
- Liaise with relevant contacts to co-ordinate collection, delivery, and installation of devices

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YOU HAVE GOT...

- Self-motivation and a dynamic and 'can-do' attitude
- The ability to work well within a team
- Excellent attention to detail
- Excellent communication skills, both written and verbal
- Proficiency in Microsoft, MS Excel and Outlook
- Previous customer service, administration and stock control experience
- The ability to work well under pressure and have a flexible approach
- Great organisational skills

WHY COMMERCIAL..?

- Competitive salary
- We all get a generous holiday allowance of 25 days plus bank holidays which increases with length of service
- A variety of training & Development programmes tailored to you
- Earn extra money if we hire your friends or family with our employee referral programme
- Want to get healthy? We have free fruit delivered for all staff! And our state of the art coffee machine will be sure to set you up for the day
- A range of team and social events
- Cycle to work scheme, pension contributions, Employee support programme, Flexi time scheme and more
- Looking for a little extra? You could get a day off for doing charity work and you might even get a treat on your birthday and work anniversary!