

Job Vacancy

Customer Service Administrator- Full Time Role

Established in 1984, AOS Heating is a family run plumbing, heating & renewables business who is proud of the reputation we have accomplished over the years.

AOS are a trusted company due to our outstanding customer service record, not only do we provide an honest, reliable service we are also specialists in the most up-to-date heating advancements.

A large proportion of our new business comes through recommendations from happy customers so we are committed to delivering the best possible service at every opportunity.

AOS are looking for a self-motivated and customer service focused individual to join our growing team.

As a customer service administrator, your most important role will be to maintain as motivating and proactive attitude to ensure you are giving the best customer service possible.

You will be expected to know the company's products and policies inside out and be able to communicate it to customers.

You will be required to follow up on every issue and ensure complete customer satisfaction and maximum utilization of the product or services sold to customers to increase company sales figures.

This role has the potential to grow with the company and additional roles, responsibilities and salary will be increased as your skill set and knowledge of the company grows.

Job role duties will include the below:

- Helping to build good customer relations.
- Answering phone calls and dealing with customers enquires.
- Arranging call out visits and services.
- Managing engineers diaries and scheduling calls/jobs.
- Ordering parts and materials for jobs and coordinate diaries with availability of parts etc.
- Closing jobs on our CRM management system and dealing with any follow up calls required, quotes, ordering parts.
- Increasing sales but selling our service covers packages to new/existing customers.
- Increasing sales in chargeable work.
- Convert customers on the lowest level of service cover to the highest level of cover.
- Any other general office duties.

This permanent role will be available to start on Monday 4th March 2019.

Salary between £18k- £22k depending on experience.

Please send C.V to info@aosheating.co.uk