



Job Description

Job Title: **Service Support Administrator**

Reporting to: Service Support manager

1. Principal responsibilities

- Delivering a high level of customer service and administration for both internal and external customers. To handle telephone enquiries, emails and face to face customers effectively and to a very high standard. Other duties include ensuring essential administrative tasks are carried out quickly and accurately to provide an efficient and effective repair service.

2. Main tasks

- Answer telephone calls quickly, courteously and personably and to deal with enquiries efficiently. Take appropriate action to progress the repair, or to resolve any problems and update internal systems accordingly. Ensure that a commitment to providing a high level of customer service is always uppermost.
- Respond to customer emails to the same standard as above.
- May be required to assist customers visiting our premises face-to-face to the same standard as above.
- Perform required administration to ensure repairs are properly, promptly and efficiently processed from arrival to despatch. Update records accurately to ensure reliability of information.
- Handle customer complaints professionally, escalating to an appropriate supervisor or manager where necessary.
- Ensure that goods are released only on receipt of payment, except to account customers, unless authorised by a manager. Ensure invoices are accurate and payments are processed correctly and comply with current legislation with regards to the security of credit card numbers.
- All stock to be handled appropriately and stock-control processes to be completed.
- Ensure a high level of attention to detail in all aspects of your work so that information is recorded accurately and processes are followed correctly so that Fixation's reputation for excellence is upheld.
- Understand the significance of your role as part of the Fixation team to help enable the smooth-running of all company functions.
- Such other customer service and administration duties as may be reasonably required

3. Customer Handling

- Support customers professionally and appropriately via their chosen form of contact, whether this is by telephone, e-mails, or in person.
- Demonstrate an appropriate knowledge of products, photography and repairs, as well as diverse policies that may come into play such as warranties, vat registration, shipping, insurance, sub-contracting etc.
- Demonstrate a proactive attitude to customer support – assist in identifying where processes have failed or can be improved and act to rectify any problems.
- Make out-going calls to customers where necessary to update them on repairs or to gather information relevant to the repair.

3. Fixation Code of Conduct

- To uphold the standards and practices of Fixation to the best of your ability and within the limits of your training.
- To deal with all Fixation customers in a courteous, respectful, polite and friendly manner, avoiding any discrimination on the grounds of actual or assumed sex, race, colour, religion or disability.

- Behave in a professional manner in front of customers and deal with all colleagues with respect, cooperation and courtesy.
- To have due regard and care with respect to security issues of the company's property, money, stock and premises.
- To treat customer's equipment with care and respect.
- Be well presented and organise your work and work-space in a professional manner. Help ensure the public areas of the business are tidy.
- To be aware of the company's image as a professional organization, serving professionals, and to uphold that image to the best of your ability.

3. Level of authority/discretion

- Standard Fixation prices should be adhered to unless authorized by a manager.

4. Essential Skills and Personal Qualities

Education

- Educated to A level or equivalent
- Excellent written and spoken english.
- High level of customer service and people skills with excellent interpersonal and communication skills, both written and verbal
- Excellent telephone manner
- Cheerful and positive disposition, resilience and broad shoulders when dealing with difficult situations or people.
- Proficient Microsoft Office and databases and good knowledge of other computer technologies.
- Ability to work on own initiative and as part of a team handling a wide variety of tasks
- Good organisation and planning skills
- Problem solving and analytical skills
- Good listener
- Reliable
- Ability to concentrate on detail in a very busy environment with the possibility of constant interruptions.
- Experience in a busy, professional office environment an advantage
- Good knowledge of photographic equipment and technical terms an advantage

5. Key Working relationships

- Other members of the Fixation service support team
- Fixation technicians
- Other Fixation staff
- Fixation Customers
- Fixation contractors and partners