

# Client Services Administrator

## JOB SPECIFICATION

<b>Employer</b>	Data Locator Group Ltd	<b>Reports to</b>	Client Services Manager
<b>Hours</b>	Mon to Fri 9am - 5:30pm (Full Time)	<b>Salary</b>	Up to £18,000 (depending on experience)
<b>Location</b>	64 Clarendon Road, Watford, Hertfordshire, WD17 1DA.		

### Job Purpose

To support Data Locator Group Limited (DLG) with the administration of the sales order process, ensuring work is completed correctly, on time and within service level agreements (SLA's). To provide consumers with a high level of customer service when resolving their queries.

### Key Responsibilities:

- To handle consumer enquiries and requests by phone, email and letter
- To assist with the investigation into client queries and problems
- To support the sales team administrators with the day to day running of their teams.
- To support the sales team with fulfilling orders
- To quality check each sales order for production and compliance to ensure the order is ready to be output by production and to avoid delays in delivering data
- To assist accounts in raising invoices and credits requests ensuring adequate evidence is filed correctly.
- To answer the switchboard phone, directing calls to the appropriate person
- To greet visitors to the office
- To sort all incoming post and frank all outgoing post
- To carry out any other client services duties as requested

### Key Skills and Experience:

#### Essential:

- Proven administration experience
- Strong customer service experience
- Excellent organisation skills
- Ability to prioritise own workload and work to deadlines
- Proficient in MS Office (Word and Excel) and the internet
- Strong written communication skills
- Good attention to detail
- Excellent telephone manner
- Resilient

#### How to Apply

Email your CV to: **Gemma Oxtoby, HR Manager at [recruitment@dlg.co.uk](mailto:recruitment@dlg.co.uk)**