

## **RMD – SPECIALIST FACILITY SOLUTIONS**

**Job Title:** Customer Service Administrator

Are looking to expand their customer services team.

### **Relationships:**

Reports to: Customer services Team Leader  
Direct Line Reports: N/A

### **Main Tasks of Job:**

- Answering incoming telephone calls and routing them as appropriate
- Preparation of proposals for customers based on information provided by customer or from RMD staff
- Liaise with RMD BDC and/or engineering team and/or nominated supplier to ensure a fit for purpose proposal is submitted
- Assist in the completion of customer vendor forms and tender documents as and when required
- Follow up enquiries on a regular basis through to completion
- Contact customers, both existing and potential, to promote RMD products and services
- Contact customers, both existing and potential, to organise sales related appointments for other relevant RMD staff
- Organise the scheduled and unscheduled visits to customer sites for the engineering team
- Processing and fulfilment of customer purchased orders
- Processing and fulfilment of any supplier orders to facilitate RMD and customer requirements
- Update the CRM as required
- Assist in marketing activities when required
- Prepares and maintains any reports which are relevant to their duties
- The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.
- Company procedure and processes must be adhered to at all times