Title: Customer Service Administrator

Location: [Insert location]

Salary: [Insert salary range]

Job Type: Full-time

We are seeking a highly organized and customer-focused Customer Service Administrator to join our team. As a Customer Service Administrator, you will be responsible for providing administrative support to our customer service team and ensuring that all customer queries and issues are dealt with promptly and efficiently.

Key Responsibilities:

* Providing administrative support to the customer service team, including data entry and record-keeping.
* Responding to customer queries via phone, email, and chat in a professional and courteous manner.
* Escalating complex queries and issues to relevant departments or senior staff members.
* Managing and resolving customer complaints in a timely and satisfactory manner.
* Generating reports and analyzing customer data to identify trends and areas for improvement.
* Liaising with other departments to ensure customer needs are met.
* Maintaining accurate records of customer interactions and transactions.
* Providing support to the sales team with order processing and tracking.

Key Requirements:

* Previous experience working in a customer service or administrative role.
* Excellent communication and interpersonal skills.
* Strong organizational skills and attention to detail.
* Ability to work well under pressure and in a fast-paced environment.
* Experience with data entry and record-keeping.
* Flexibility to work various shifts, including evenings and weekends.
* A positive and enthusiastic attitude towards customer service.
* Proficiency in Microsoft Office and customer service software.

If you are highly organized and passionate about delivering excellent customer service, then we want to hear from you. Please apply with your CV and cover letter to [Insert contact information].