

## Job Detail

Reference No. : SEN0001  
Position : Customer Service  
Job Type : Full time  
Department : Admin  
Job Location : Manchester  
No of Opening : 1  
Education : 1  
Experience : 1

## Job Description Comments :

Sentrex Services UK Ltd is a leading provider of cleaning and Facility services to commercial and retail clients.

Based in South Manchester, we are now seeking a new candidate to coordinate and administer a portfolio of contracts on a day to day basis ensuring that we are successfully delivering all our services and supporting our operational teams.

Part of the role is targeting prospective customers for field sales staff

This is a very demanding role and is central to the company's operational activities, it provides a key link to ensure service delivery is maintained and a high level of customer satisfaction is achieved at all times.

- Answer telephone and email enquiries from clients and our field management team
- Liaise between the field management team and clients to ensure customer satisfaction
- Manage enquiries through to completion
- Update the in-house contact database
- Develop good customer relations
- Organise and schedule periodic/reactive work
- Place orders for consumables as required for customers
- Administer contract/performance audit forms
- Create documents to support management teams when necessary
- Maintain and update contract documentation (e.g. Risk Assessments, Insurance Cover etc.)
- Co-ordinate and compile information for customer monthly reports
- Organise periodic and reactive tasks to client requirements
- Targeting prospective customers to obtain appointments for Field Sales Staff
- Ensure all elements of contract are delivered

Key Skills:

- Extremely organised
- Excellent communicator
- Ability to prioritise workload
- Self-motivated
- Work independently and when required in a team
- Experience of working within a service driven environment
- Customer focused and has the ability to provide a high level of customer satisfaction
- Skilled use of Microsoft Office, including Outlook, Excel, Word