

Administrator & Customer Service Assistant

VPW Systems (UK) Ltd (Exeter, Devon)

About our Business:

VPW provide Small Business IT services to an ever growing range of customers in different industry sectors. From Education to Accountancy and just about everything in-between, we support and cater to companies with all kinds of IT need, from simple support to fully managed Cloud Technology. We've been operating for over 15 years, and have a comprehensive portfolio of services that customers can take individually or as part of a large contract. We're based in the city centre in Exeter, with excellent transport links nearby being just 5-10 minutes from major transport hubs.

What we're looking for:

We're looking for someone that would enjoy a mixed role helping supplement our existing team working on a challenging and variable range of functions including general Office Administration, assisting with Bookkeeping tasks and Customer Service roles. You'll work alongside other people in the team and be an integral part of the team taking care of things to help keep everything moving, making sure non-technical customer queries can be progressed & freeing up the resources of other people through your assistance.

You'll primarily be reporting to and working alongside the Managing Director within this new role which will be developed and shaped with your input. Our goal is to improve our post-sales care & non-technical assistance for customers by ensuring we've boosted our resources internally to make sure nothing has to wait to be done, improving the customer experience. You'll be the main point of contact for non-technical queries, may assist with incremental sales (but won't be expected to be a sales person!) and the general care and attention for customers with managed accounts.

It is vital to the role that you are able to communicate at different levels – you'll be speaking to decision makers and company owners and junior staff alike, as well as with people with varied technical knowledge. As part of the Customer Service aspect of the role, you'll ultimately act as the "voice of the customer" when discussing matters with our own staff to make sure that the technical support team and administrative support employees understand how we can deliver better service and resolve issues for our clients.

As an administrator you'll need to work with the team to get information, communicate messages to clients in a friendly and sensible way, ensure things are organised, kept in good order and ensure that work is processed in a timely manner.

Accordingly, the role is intended as a mix of *Customer Service*, *Book-Keeping* and *Sales Support* functions and best suits someone who wants a variety of tasks to keep them busy, rather than a single role – adaptability and flexibility is ultimately necessary – especially in a small company!

In the role, you'll be expected to:

- Contact customers to build relationships – better understanding what they do, how our technology and services help them, then helping them get more from us – utilising those services better, helping them understand how other parts of our portfolio can enhance and improve IT centric productivity in the business.
- Take calls from customers and direct them to the appropriate people/team, or raise cases and obtain the information they need when there is no immediate or obvious answer to them.
- Assist the Managing Director in a range of tasks primarily geared at supporting larger sales, assisting in the production & proofing of quotations & proposals, helping ensure that new customers are properly bedded in and supported during the initial transitional phase. You'll ultimately be the “glue” that connects the technical support, provisioning and administrative functions together ensuring that the customer remains the focus at all times.
- Get involved in helping the company develop communications to existing customers that help them take advantage of the services they buy, as well as helping them understand how additional products can fit into our service portfolio. Whilst this is not a marketing role, as a small business a certain amount of involvement is inevitable and supports your role.
- Act as the primary point of contact and liaison for customers to handle escalations, issues that might not be within the scope of the technical team, and be able to empathise with any problems they face then taking responsibility for ensuring a successful outcome
- Assist with Accounts functions – raising or checking invoices, helping with accounts queries, assisting with renewals, contract status checking and other day to day functions performed by the accounts staff – essentially providing an extra pair of hands to boost the resources available – particularly at key times of the month when resources are pushed due to the demands and workloads that arise.

This role would likely suit you if...

- You're confident and outgoing and enjoy talking to and getting to better understand customers, problems, challenges and evolving requirements, but can equally communicate clearly where issues arise that require the customer to take action or responsibility for an ultimately successful outcome
- You understand how to talk to a variety of customer types – from Directors and senior decision makers to junior employees acting as the day to day contact with us as IT supplier.
- You're passionate about providing excellent customer service, want to understand the unique needs of individual customers regardless of the organisation size and purpose

- You would like a role that gives you relative freedom to develop your own style and communication approach, within a basic framework that is geared towards ensuring that the customer is central to the approach taken, and perhaps have existing skills and ideas you want to bring and develop.
- You are an expert at juggling conflicting demands – from internal and customer sides alike, and can manage your time and limited resource effectively to ensure all parties are properly dealt with and customers are satisfied.
- You enjoy resolving conflicts between expectations and product or service constraints, or simple reality of what can be achieved and know how to best communicate and diffuse situations early.

It is desirable, but not essential if you:

- Have some experience in an IT based company and have technical knowledge. There's no need to be a computer genius by any means, but if you have some familiarity with common terminology and basic concepts this could serve you well, but we will ultimately train you and help you develop knowledge in this area.
- Have previously worked in a small business as a customer and understand the challenges and resource constraints they have and how good suppliers can be a key asset for them
- Have some experience in a customer services role and understand how to resolve conflict for a mutually acceptable outcome and/or had other roles or experience where you're interacting directly with customers
- Have had experience of preparing invoices or dealing with fairly simple Bookkeeping tasks either alone or as part of a team, although we can help you learn these functions
- Have a driving license – although not absolutely essential for this role

Where & when you'll be working...

You'll be working in a small friendly team in our city centre offices in Exeter. There is some scope for Home Working in this role, and we would consider part-time or job sharing arrangements, so if you need to mix your work life with other priorities we'll certainly consider this.

If you're interested, you must:

- Have some experience in at least one of broad areas of Customer Service, Administration or Bookkeeping
- Be able to clear a Enhanced DBS check [Required due to the nature of some client business types]

Staff Benefits:

Our staff benefits include:

- A Company Pension Scheme (including a company contribution)
- Childcare Vouchers scheme
- Reduced cost telephony and broadband services for personal use

Salary & Other:

- *Salary:* You'll receive a basic salary of between: £16,000 and £21,500 depending on experience and attributes that would make you the perfect fit for the company, which will be reviewed as the role develops. Salary based on full time 9-5, Mon-Fri – will be pro-rata'd for part time and job share arrangements.
- *Bonuses:* You'll be eligible for staff bonuses based on company performance
- *Dress Code:* Smart, but Casual. Company Polo/T-Shirt and similar provided, but we don't wear suits and aren't a stuffy organisation – and neither are our customers, so we don't want or expect you to wear them either.
- *Holidays:* You'll receive 24 days of annual leave per year, in addition to Bank/Public Holidays.
- *Working Hours:* Negotiable based on your circumstances & mutually acceptable options