



# JOB DESCRIPTION & COMPETENCIES

EMPLOYEE NAME	
POSITION DESCRIPTION	Customer Service Associate
OPERATIONAL AREA	Support

## KEY RESPONSIBILITIES

Are you energetic, well organised and self-motivated? We are looking for a Customer Service Administrator to support the business.

### **Responsibilities:**

- Respond to incoming support calls with a professional phone manner
  - Responsible for providing effective and personable support to our key business customers:
  - Attending daily customer stand-up meetings, handling support inquiries our customers may have or referring technical questions to the appropriate departments
  - Raising, triaging and responding to internal Customer Support tickets
  - Responsible for documenting reverse logistics, striving for quality improvements with our logistics partners
  - Cataloguing Quality Control failures through our Production department
  - Assisting in administration of Production rework tickets
  - Implementation and management of appropriate customer support procedures:
  - Assisting expansion of the helpdesk
  - Analysis and audit of quality performance, trends and responses
- Establish a regular set of periodic reports to satisfy the requirements of the Product Design Lead and Management Team, feeding back into quality and process improvements

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## KEY COMPETENCIES

GENERAL  
COMPETENCY  
BAND

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## ROLE SPECIFIC COMPETENCIES

### Essential Skills:

- Ability to assimilate information quickly, identify issues / trends, problem solve and present conclusions clearly
- Clear and succinct written and verbal communication skills
- Proficient in the use of MS Office, particularly Excel and Word
- Strong organisational, time management and workload prioritisation skills
- Works well within a team environment (with support from wider business functions) but also capable of working without supervision
- Comfortable working in a fast-paced office environment whilst retaining attention to detail
- A proven track record of working to tight deadlines

### Desirable Skills:

- Previous experience in a customer service or administrative role is advantageous
- Proficient organisational skills and an analytical approach to solution-based results
- Understanding of manufacturing operations and electronic engineering
- Experience with JIRA (or similar issue & project tracking software)
- Working within an ISO 9001 Quality Management System

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