

## AJM Healthcare

**Role:** Customer Service Administrator

**Salary:** Dependant on experience

AJM Healthcare is a long-established provider of Wheelchair & Community Equipment Services to the NHS and Private Sector. We have nearly 35 years' experience in these sectors and see ourselves as market leaders and innovators in particularly integrated Wheelchair Services, helping increase independence, choice, and the very best Service User outcomes. Our team provide a genuine caring, user-centric, and holistic approach that is tailored to each individual, who's needs vary significantly.

### The role:

We are looking to recruit a Customer Service Administrator based at our Service Centre. This role will support the day-to-day running of the office, providing excellent customer service to NHS wheelchair users and medical professionals in the local area including.

Duties will include:

- Working as part of a team ensuring that we provide a first class customer service experience to all our service users.
- To be responsible for making and answering calls from service users, carers, family members relating to repair and maintenance bookings, entering orders onto the company database system in a timely manner.
- Ensuring accuracy when using and updating our database system.
- Arranging and planning workloads and efficient delivery rounds for Field Service Engineers.
- Using Microsoft Office especially Word, Excel and Outlook.
- Working as a team to meet personal and organisational objectives.

### Who we are looking for:

The ideal candidate will:

- Have experience in a similar customer service role ideally within a call-centre or service centre environment.
- Take pride in providing an exceptional service and working in a role that makes a huge difference to the quality of people's lives.
- Have the ability to multi task effectively.
- Have a first class telephone manner and proactive approach to support our service users.
- Have an awareness of the day to day challenges our service users may face and be able to empathise with them.

**What we offer you:**

- A competitive salary commensurate with qualifications and experience.
- Company pension contributions.
- Industry specific awareness training.
- Free on-site parking.
- 30 days holiday inclusive of bank holidays and a day off for your birthday.
- Full training is provided with further opportunities to move in the company for the right candidate.
- A chance to work with a growing, public sector linked business, with an opportunity to enhance your own career over time.

**This position is working in a regulated environment and will therefore be subject to an enhanced DBS disclosure check. Cost will be covered by the Company.**

**Proud Member of the Disability Confident Employer Scheme.**

*AJM Healthcare is an equal opportunities employer who does not discriminate based on race, gender, religion, marital status, age, physical or mental disabilities, medical condition. AJM will generally offer an interview to any applicant that declares they have a disability and meets the minimum criteria for the job as defined by the employer. Please note, during certain high volume recruitment times, AJM may wish to limit the overall number of interviews offered to both disabled people and non-disabled people.*