

Administration Assistant

Location: Chesterfield

Salary: Competitive + Profit Related Pay

Contract: Permanent, Full Time

Hours of work: 9.00 am to 5.00 pm Monday to Friday

Company Benefits: Auto Enrol Pension Scheme, 23 days holiday plus statutory, Life Insurance, Employee Assistance Programme, Profit Related Pay

We are the Adaptions Installation Company; We are recruiting and we want you!

We are part of a multi-site business serving the disability and mobility sectors, a family-run company whose steady expansion has been built on the excellent customer service our staff give to our customers.

We have an exciting opportunity for an Administrative Assistant for our Chesterfield branch.

We operate in a very niche and rewarding industry, making independent mobility accessible to all by adapting vehicles to each customers individual needs. With a list of over two hundred adaptations no two days are the same!

About the Administration Assistant role:

You will be providing administrative support and liaising with customers, suppliers, and car dealerships, assisting in the planning of vehicle installations and providing a smooth customer journey throughout the adaptation process.

In addition to this as our Administration Assistant you will:

- Assume responsibility for customer service duties including greeting and looking after customers attending site
- Respond to incoming calls and proactively dealing with customer queries etc.
- Book installations into the workshop and coordinate diary appointments for the technicians whilst liaising with the Office Manager
- Order of parts for installations / Warranty / Repairs with clear communication to staff and customers to ensure delivery timescales and requirements are met
- Ensure that all parts are received, stored and distributed to the fitters in good time
- Ensure all relevant workshop paperwork is accurate, in line with company requirements
- Liaise with Office Manager and Dealers in preparation of pending work post demonstration

In order to be successful in this role you must have:

- Strong customer focus
- Excellent professional telephone manner
- Excellent organisational skills
- Accurate – with good attention to detail
- Competent IT user
- The ability to deal effectively and professionally with internal and external customers
- The ability to work independently or as a member of a team
- Self-motivated

It would be great if you had:

- Customer service and Office Administration experience.

We look after our staff! Your Induction and Training on internal systems will be provided to ensure a successful start in your career with the business!

If you feel you have the necessary skills and experience to be successful in this role, please email an up to date copy of your CV to d.giannino@abcmobility.com for consideration in the first instance.