



Example of Customer Administrator Job Description

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Our company is growing rapidly and is looking to fill the role of customer administrator. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for customer administrator

- Enter and update customer information, product licenses and annual maintenance records in hosted application
- Generate customer log in ids and perform remote training on support web portal
- Assist sales personnel with customer/product inquiries
- Generate accounting instructions for invoicing of product licenses and annual maintenance agreements
- Prepare and distribute products via FedEx or electronic file distribution
- Generate and maintain trade compliance records (exports outside US)
- Copy and ship training materials in advance of scheduled training sessions
- Daily huddles carried out by the Team Leader to discuss targets and achievements
- Work achieved is displayed within the Team to ensure all colleagues are aware of progress
- Regular one-to-one reviews

Qualifications for customer administrator

- Gathering market data for the Key Account Managers to use in business prospecting meetings
- Speaking to customers and understanding their requirements from leads which have come in to the business and correctly appointing the Sector Key Account Manager

- Tenders - working with the Key Accounts team to help with administrative elements of the tender process
- This position requires a four year degree from an accredited college or university, with emphasis in business, marketing, or public relations preferred and five years of experience in sales or customer service
- Must have the ability to travel throughout company territory for customer meeting/business