



Example of Customer Administrator Job Description

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Our growing company is looking to fill the role of customer administrator. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for customer administrator

- Feedback from customers is always shared both with the individual and displayed on our praise board
- Resolves customer inquiries
- Ensure the Completion and timeliness of all activities according to a monthly schedule
- Ensure all credit vets, connections, upgrades, migrations, and ports are completed professionally and accurately within agreed timescales
- Ensure that all full service and manual imports are processed accurately and on schedule
- Ensure that all connection and non-connection administrative activities are fulfilled daily
- Take an active role in ensuring partner's requests meet the criteria of the networks, therefore minimizing any risk and supporting the Commissions team as required
- Take individual responsibility for keeping up to date with all network changes and CPW promotions and propositions
- Work as a team player and adopt a flexible approach to the needs of the whole Partner Support Team
- Present a positive, professional, team-focused and efficient image at all times

Qualifications for customer administrator

- Responsible for working closely with the Key Account Managers to quote existing customers using our CRM tools

- Experience with systems such as SAP, SuccessFactor LMS and Concur is highly preferred
- One year experience working in a customer-facing administrative support role is required
- Effective interpersonal skills (e.g., ability to remain patient, positive, and calm when interacting with internal or external customers)
- Effective listening and oral and written communication skills