



# Example of Customer Administrator Job Description

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Our company is hiring for a customer administrator. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for customer administrator

- Have a clear understanding of Export, Control and Customs compliance
- Handling and resolving complaints where necessary, and escalating when needed
- Invoice correction where required
- Following up on initial enquiries
- Working as part of a team to hit and exceed goals
- Upload delegate information onto electronic systems, WINDA, and chase missing information
- Apply cash receipts to open invoices on customer accounts
- Process dealer credits and commission modification
- Enter checks and various adjustments into the computer system
- Balance checks to system input and post daily

## Qualifications for customer administrator

- Commitment to Contact Centre opportunity for a minimum of 12 months essential to allow KBC to build the high performing team required to meet our customer's needs
- English and Maths (GCSE standard or equivalent) with minimum 2 - 3 years relevant work experience
- University degree (Economist)
- MCSA and Net+ certifications also preferred or equivalent work experience
- Ability to multitask and resolve problems of low to medium complexity

