

Administrator, Uxbridge UK

Tollring is a market leading software developer providing data visualisation and business intelligence tools that help manage, understand and control a wide array of communications information, resources and assets.

Growing rapidly and with offices in the UK, the USA, India and Australia, Tollring specialises in business communications analytics, call recording solutions, telecoms expense management and fraud management systems for network carriers and CSPs. Our innovative solutions are developed in-house and distributed via an extensive channel partner network to over 27,000 businesses globally.

Job Purpose

Reporting to the Customer Engagement Manager, you will be responsible for delivering a high level of customer service and administration by supporting a growing Customer Success Team.

Key responsibilities

- Answering inbound telephone sales and support related enquiries, liaising with customers, business partners and the technical support team
- Registering new account applications on the support and product demonstration portals
- Creating support tickets
- Sales order processing, updating and maintaining the CRM database
- Managing the administrative processes in place for delivering and tracking the customer engagement programme - identify possible process improvements as the programme develops
- Go to market material sales contact
- Stock control
- Daily courier management
- Technical diary management

Qualifications, Experience and Skills

- At least 2 years' previous experience as an Administrator
- Good literacy and numeracy skills with a high level of accuracy
- Planning, organising and problem-solving skills dealing with daily challenges
- Technology savvy with digital working skills (Microsoft Office skills, particularly Excel are essential)

Personal Attributes

The Tollring corporate values are: Teamwork, Energy, Integrity and Performance. The ideal candidate will be representative of these corporate values:

- A good team player with a 'can-do' positive attitude, who can use initiative
- Possess excellent attention to detail and take pride in the quality of their performance
- Clear communicator, both written and verbal, with excellent interpersonal skills
- Adaptable, accountable and results-oriented with a customer service approach



Remuneration, Benefits and Working Hours

- The role is a full-time position, 9am until 5.30pm Monday to Friday. The position is office based with some remote working in the short-term due to the COVID-19 pandemic.
- Salary up to £20,000 per annum
- 20 days holiday increasing every year up to a maximum of 25 days
- Company pension scheme

Training and Progression

Tollring values its staff, offering career development opportunities to those who are successful.

- A training plan will be provided, discussed, monitored and reviewed for the duration of the probationary period.
- There will be opportunities for progression as the company grows and as expertise is developed. These will be discussed in quarterly reviews or as appropriate.

How to Apply

Please send a covering letter, together with your CV, to: recruitment@tollring.com

The closing date is **15th January 2021**