



## CRM Administrator, Uxbridge UK (Hybrid)

### About us

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.

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 31,000 businesses globally.

### Why we need you

It's an exciting time for Tollring; we're growing apace and have multiple product lines backed by serious R&D investment. Efficient, streamlined business operations are essential to support this growth, so we are replacing several software solutions with one integrated system - Zoho One.

As a result, we are looking for an CRM Administrator to support our business customer success strategy, reporting to the Customer Engagement Manager.

The customer success team is continually looking to improve customer satisfaction and retention and our business is looking to leverage Zoho modules, including CRM, to continually evolve processes and triggered communications. Although CRM will be a major part of this role, we are looking for someone who can embrace and leverage functionality within all relevant modules of Zoho, helping our team to evolve our processes and look after our customers. The role also involves administrative support for the customer success team, such as organising webinar logistics and customer surveys.

This will be a varied role with the opportunity to contribute to and learn from many areas of the business, offering wide scope for growth for the right candidate.

### Key Responsibilities

- Data guardian: takes steps to ensure data is well-maintained, and the database evolves to meet the need of users
- Success reporting - creating new reports in response to request from department leads
- Creating new workflows and suggesting changes for improvement to support sales and marketing activity
- Become a trusted key point of contact for the Zoho CRM database and other modules
- Input into staff training programmes, to include training new starters
- Supporting quote management process - sale to invoice
- Provide administrative cover to the Partner Support Team when required
- Sales Webinars Set up and Management of Logistics
- Customer surveys (set up, logistics and reporting)
- Support the marketing communications team in their data requirements and communications plans



## You will need

- Effective communication skills-
- Experience of providing ongoing administrative support to employees at all levels
- A good working knowledge of databases and related business systems
- Digital working skills (MS Office essential)
- Strong attention to detail-
- The ability to juggle multiple priorities and projects as required
- Hands-on experience with Zoho CRM, Zoho One, Zoho Contracts and Zoho Forms is desirable
- Experience working with workflows, page layouts, fields, setup configuration, process builder and import/exporting data on mass is ideal but not essential
- Enjoy business challenges and coming up with structured solutions

## Personal Attributes

The Tollring corporate values are: Teamwork, Energy, Integrity and Performance. You 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