



Key Accounts Administrator Job Advert

We are thrilled to announce an exciting opportunity at Hobart UK!

Hours: Full-time, 37.5 hours per week

We are currently seeking a dynamic and skilled Key Accounts Administrator to join our team. This role is pivotal in delivering top-notch service deliverables for our key accounts, ensuring that our clients receive timely, efficient and accurate service support. As a Key Accounts Administrator, you will play a crucial role in maintaining and enhancing our service standards, contributing directly to our reputation and success.

What You Will Do:

- Deliver exceptional customer service for escalations and complaints related to Key Accounts.
- Monitor and update customer portals with the latest status of open calls.
- Complete both internal and external reports for our 80 key accounts.
- Manage Key Account phone lines and inboxes to ensure prompt responses.
- Address calls that are out of SLA or at an admin status and progress them accordingly.
- Ensure the delivery of grade of service targets for new service calls.
- Plan work effectively for technicians to maintain productivity and meet SLAs.
- Keep asset registers up-to-date and ensure all maintenance routines are accurately completed.
- Coordinate preventative maintenance schedules and portal setups.
- Raise calls, quotes for repairs/new equipment, and order parts as required.
- Collaborate with internal processes for compliance and best practice enhancement.
- Uphold the company's safety, health, and compliance policies.

What Are We Looking For:

- Outstanding customer service and professional communication skills.
- Ability to work under pressure and solve problems efficiently.
- Strong analytical skills with proficiency in data interpretation.
- Intermediate Excel and overall MS Office skills.
- Experience in creating SOPs and process flows.
- Highly organised with the ability to prioritise effectively.
- Demonstrates ITW core values: integrity, respect, trust, shared risk, and simplicity.

To Apply:

Please send your CV and a covering letter highlighting your suitability for the role to HR@hobartuk.com. If you are an internal candidate, please ensure your line manager is informed of your application.

Closing Date: Friday 12th April 2024

BE YOUR BEST STATEMENT

At Hobart UK Service, we're dedicated to enabling all candidates to showcase their talents at their best. We're open to customising our recruitment process to meet your needs. Feel free to discuss any accommodations with us or email us confidentially at recruitment@hobartuk.com for support.

Be part of a team that excels in delivering outstanding service to our customers. Join us and be your best at Hobart UK Service!