

## CLIENT ACCOUNT ADMINISTRATOR

### KEY PURPOSE OF THE ROLE:

To be the first point of contact for inbound and outbound participant programme calls. To manage programme email boxes. To provide ad-hoc project support to the Client Services Team as required.

### Principal Responsibilities:

- To be the first point of contact for programme hotlines
- To manage the programme mailboxes, ensuring all queries are dealt with in a suitable fashion and within the SLA
- To ensure programme databases are regularly cleansed and updated as required
- To provide administrative support to the account teams as required
- To build relationships and provide support to clients with day to day queries and updates
- To liaise with BI WORLDWIDE's Rewards team to ensure all participant redemptions and related queries are fulfilled in a timely fashion

### Essential Experience & Skills:

#### Experience:

- Telephone based customer service experience
- Administration experience
- Database management experience (ideally within Microsoft Access)

#### Skills:

- Good communication skills (verbal and written)
- Excellent time and task management skills
- Good IT literacy with Microsoft Word, Excel and Microsoft Access
- Strong attention to detail and quality
- Ability to work using own initiative
- Confidence to make recommendations and strive for continual improvement in quality, performance and processes

On top of the great benefits, you'll also get to work as part of a supportive and driven team in a company where the culture is to work hard, share the rewards and celebrate as a family!

Send us your CV now to find out more!