

Customer Support Administrator – Location: York, UK

The Customer Support Administrator role will be a pivotal role within Abingdon Health, by helping to underpin the customer service journey during an exciting period of growth. You will become an integral part of the team and should be able to help with the delivery of a professional, seamless and timely Customer experience.

As the Customer Support Administrator, you will report directly to the Customer Service Manager. The role will demand that you can work upon your own initiative, have the ability to prioritise workloads effectively and be able to meet strict deadlines. The right person must have a strong sense of professionalism and discretion when required, and have the ability to work well upon their own initiative and within a team.

The role will entail the following functions along with any other tasks which may be assigned from time to time;

- Process Sales Orders – Across all product ranges for our global Customer base.
- Provide feedback and suggest process improvements on all customer service processes.
- Internal Order Processing.
- Manage both customer and internal driven mailboxes.
- To assist with the triage and logging of both customer enquiries and complaints.
- Communicate directly with customers either by telephone, electronically or face to face.
- Provide basic troubleshooting and advice to customers
- Obtain and evaluate all relevant information to assist with the handling of product and service inquiries.
- Ensure that customer intelligence is fed back into the company and input into the prioritisation and specification of new product development.
- Represent the customer viewpoint in internal discussions.
- Production of technical sales tools including competitor analysis.

General requirements

The Customer support administrator role for Abingdon Health Ltd. is office based but may require UK travel to related meetings when required. It is essential you have the ability to work alone but also within a team. Due to the current ongoing global situation with Covid-19, it may be a requirement that you, will need to work from home during periods of time. Although equipment will be provided to support home working, you must be able to have a designated place to work comfortably, with adequate internet access.

Skills/Competence

Essential

- The ability to communicate effectively with a wide range of people.
- Attention to detail and good record keeping.
- Computer literate (Office packages and excel) sage knowledge advantageous
- Positive can-do attitude
- Time management skills
- A willingness to go the extra mile

Desirable

- Experience in IVD and the Clinical Laboratory Environment
- Experience in regulatory requirements for IVD
- 2+ years' experience within a customer service environment

Qualifications

A level or above in any of the following Biology, Chemistry or Business Studies

Reporting

The position reports to the Customer Service Manager

Location

Sand Hutton, York

For all enquiries concerning career opportunities please email recruit@abingdonhealth.com with Curriculum Vitae (CV).

About Abingdon Health

Abingdon Health is a technology-enabled lateral flow diagnostics company providing innovative rapid testing solutions to a multi-industry, global client base. Located across 3 UK sites, Abingdon Health provides specialist assay development and Smartphone reader division alongside Europe's largest lateral flow test manufacturing capacity. By combining a multi-disciplinary approach with precision automation Abingdon Health assures product consistency and security of supply for the most complex of assays and markets. Abingdon Health takes projects from initial concept through scale-up and into high-volume manufacturing in addition to accommodating clients looking to transfer their rapid test from third-party developers or manufacturers.

Abingdon Health is headquartered in York, United Kingdom with locations in Doncaster and Birmingham. Visit www.abingdonhealth.com.