



Service & Support Administrator

We are looking to recruit strong individuals with B2B experience in an office environment for our Customer Service & Support Team. This fast paced and busy telecoms environment demands a fast learner with a positive “can do” attitude who is able to deliver excellent client service. We want to meet you if you have experience of:

- Ordering & provisioning telecom network services
- Client Billing
- Log & escalate jobs via a CRM system
- Co-ordinate jobs & schedule engineer site visits
- Follow-up calls & emails to customers to ensure completion of issues raised
- Schedule and action all tasks to completion within specified time-scales
- Other general administration duties relating to customer services
- Accurate input of network orders onto relevant systems
- Liaise with customers and suppliers regarding new orders, queries & amendments
- Placement of all network order types on Openreach and other web portals
- Liaise with customers & suppliers and provide regular update to customers
- Raise and resolve provisioning escalations and faults
- Work towards set KPI's, goals and objectives

Key Skills

- Strong communication skills
- Diligent with a focus on delivering excellent client service
- Excellent telephone conduct
- Articulate & organized
- Reliable & adaptable
- Experience of Microsoft packages – Outlook, Word, Excel

Location: Enfield Town
Monday to Friday
08:30 am to 5.00 pm

Call Skevi Kyriacou on 020 8370 8370 or email CV to s.kyriacou@netcomms.co.uk