***Customer Service Experts - we’re looking for you!***

* ***Customer Service Administrator***
* ***Dublin 10***
* ***€30,000.00 and excellent benefits***
* ***Great hours Monday to Friday, no evening or weekend work***
* ***Full Time, permanent position – Hybrid following initial training***

*Based in or near Dublin? Enjoy helping customers? Looking for a career rather than a job?*

*If you answered “Yes” to the above, this is the role for you. We are now hiring at phs Group – the leading Hygiene Services provider in Ireland and the UK. We are looking for the right person to join us as a Customer Service Administrator at our Dublin Operations Centre. Let us tell you why you will love it here…*

*So why phs Group? As well as being a great place to work, it’s a successful, market-leading company with a friendly and supportive atmosphere. We have great hours, a good salary and a fabulous list of benefits that continues to grow.*

*Love helping customers? Computer literate? Reliable? Looking for a stable career in an established, successful company? You’re just the kind of person we’re looking for! And if you’re driving to our Dublin office, our free on-site car park will save you a fortune.*

***Role Overview:***

*To efficiently and effectively own and handle all customer interactions, investigating and solving customer enquiries through to resolution. Providing a first-class service to internal and external customers ensuring that we delight our customers and leave a positive outcome that encourages high customer satisfaction.*

***Your role as a Customer Service Administrator at phs Group:***

* *To be a strong contributor to the overall success of the business.*
* *Ensure that all you deliver has the customer at the heart of any interactions.*
* *Always remain patient and attentive, communicating clearly and positively.*
* *To ensure all customers are dealt with professionally and in a timely manner and the customer is kept always updated with the progress of their enquiry providing solutions and outcomes that ensure customer satisfaction.*
* *Setting up customer contracts on the system with correct pricing.*
* *Analysing accounts for credit.*
* *Generating customer invoices and statements*
* *Processing customer consumable orders*
* *Support Account Managers with customer queries.*
* *Updating Purchase Order Numbers.*
* *Ensure that overall performance of self/team and the business are met by driving for excellence whilst exceeding productivity and quality targets.*
* *A strong continuous improvement approach always searching for ongoing improvement in products, service and processes to improve customer service.*
* *Focus on the root cause of problems to identify ways of solving themeffectively and preventing further problems occurring.*
* *IT Literate*

***In return for your commitment and expertise at phs Group:***

* *A good salary of €30,000.00 in a permanent full-time position*
* *No weekend or evening working – great hours Monday to Friday (37.5 hours a week)*
* *You’ll work in our Dublin Operations Centre with excellent opportunities to develop your career here.*
* *Training opportunities to expand your skills. We offer accredited ILM training through external and in-house training*
* *23 days holiday plus bank holidays.*
* *Buy / Sell holiday scheme after completing a successful probationary period.*
* *Amazing employee discounts with major supermarkets and retailers with phsPerks.com*
* *Free Parking onsite so no parking costs*
* *Other benefits such as improved parental leave, a 24-hour wellbeing helpline, cycle to work scheme, pension scheme, life assurance and more…*

*So, if you have****excellent experience on a contact centre or helping customers on the phone while updating details on a computer****, we want to speak with you!****Apply****now.*

***About phs:***

***phs Group****was founded in 1963 and are the leading provider for Hygiene Services in the UK, Spain and Ireland. We have over 120,000 customers across 300,000 locations incorporating numerous businesses during 61 years of business.*

*phs Group include: Washrooms, Healthcare, Floorcare, phs Direct, Direct 365, phs Greenleaf, Teacrate, Besafe, Wastekit and Compliance.*

***At phs, we pride ourselves on our diverse workforce, and ensuring we have an inclusive environment for all our staff. We remain committed to ensuring our teams can bring their true selves to work without risk or fear of discrimination.***