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**Job Title:** Customer Service Administrator

**Available:** Immediate

**Salary:** Market related

**Synopsis:**

Customer Service Administrator (office based) wanted for a horticultural company in the Honeydew area. Must be able to work independently in order to reach agreed upon targets.

**Minimum requirements:**

1. Matric from a recognised institution with a minimum of 50% for mathematics is required;
2. Experience in a similar position, preferably in the Horticultural field/industry;
3. Fully bilingual in Afrikaans and English;
4. Strong interpersonal communication skills;
5. Excellent telephone etiquette and customer relations skills;
6. Intermediate proficiency in MS Excel and basic proficiency in MS Word and MS Outlook; and
7. Good time management skills essential.

**Roles & Responsibilities:**

The main tasks and responsibilities for the position are:

1. Handling of orders via email, fax and telephone and record these orders promptly and accurately;
2. Generate a weekly spec list of overproduced plants;
3. Handle cancellations, order amendments and product substitutions;
4. Provide customer care services to clients;
5. Handle all order queries
6. Attend to walk-in customers; and
7. Assist and provide feedback to sales staff with customer queries and orders.

Please send CV and motivation letter to [recruitment@beyondconsulting.co.za](mailto:recruitment@beyondconsulting.co.za) and quote "BS 001" in the subject line. Only shortlisted candidates will be contacted. Closing date for applications is Friday, 21st February 2014.