



Customer Service Administrator Vacancy

**Are you an organised, customer-focused administrator who enjoys working in a busy environment?
Would you like to be part of a company that helps improve people's lives through innovative
sensory products?**

At Rompa, we are the market leader in Snoezelen sensory equipment and solutions, and we are looking for a motivated Customer Service Administrator to join our friendly mail order team on a full-time basis.

This is a varied role where no two days are the same. You will play a vital part in delivering excellent customer service, supporting our sales process, and ensuring orders are processed efficiently and accurately.

What will you be doing.....

- Processing customer orders, quotations and returns accurately and efficiently.
- Responding to customer enquiries by phone and email, investigating issues and providing timely resolutions.
- Keeping customers informed about the progress of their orders and delivery times.
- Providing accurate information on product availability and lead times.
- Identifying opportunities to recommend complementary products that enhance the customer's experience and support sales growth.
- Making outbound calls to existing and prospective customers to introduce our products and build lasting customer relationships.

What are we looking for.....

- Previous experience in an administrative or sales administration role.
- Excellent organisational skills with the ability to manage multiple priorities.
- Strong attention to detail and a high level of accuracy in data entry.
- Outstanding verbal and written communication skills with a professional, friendly telephone manner.
- A positive, flexible attitude and the ability to work both independently and as part of a team.
- Strong IT skills, including Microsoft Office, with the confidence to learn new systems.

What do we offer.....

- Full training on our systems, products and processes.
- Competitive salary and employee benefits.
- A supportive and friendly team environment.
- A varied and rewarding role where you will make a genuine difference to our customers.
- Opportunities to develop your skills and grow within a market-leading company.

If you are looking for a role where your organisational skills, customer service experience and positive attitude will be valued, we would love to hear from you!

No agencies please.

Should you be interested in the above role, please apply to Lisa Dunks (lisad@rompa.com) with a covering letter, CV and current salary details.

Rompa is an innovative business consistently producing the very best in new, state of the art products and sensory solutions. Home of the Snoezelen®, Winslow and Older Adults brands, we operate throughout the UK and offer a full installation and mail order service to a varied customer base.

We also have over 50 international partners in our portfolio making us a truly global company.

Our multi-sensory rooms offer wonderful therapeutic care for children and adults with differing levels of abilities. Our rooms nurture the body and are designed to promote sensory modulation and facilitate the learning and practice of stress management. Our specialist rooms are being used in hospitals, health centres, developmental disability units and many other settings all over the country to help improve people's quality of life.

Rompa is an equal opportunities employer and we are committed to equal employment opportunities regardless of age, disability, sexual orientation, sex, gender reassignment, pregnancy and maternity, religion or belief, race or marriage and civil partnership.

We base our employment decisions on merit, job requirements and business needs.