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Job Description – Client Support Administrator

Function:

To work with the DG Consultants to approach and build relationships with target clients, as well as supporting with business administration tasks on a routine and ad-hoc basis.

Reporting to:

Dangerous Goods Consultant - DGSA

Responsibilities:

- Maintain upkeep of the Customer Relationship Management (CRM) System
- Approach target clients to introduce the business and identify any areas where we can add value.
- Make and receive calls to new and existing clients.
- Undertake ad-hoc administration tasks, as and when required.
- Maintain regular administration of key business systems.
- Work to improve and build on our client experience striving to continually improve our client offering.
- Assist in writing and maintaining process guides and other business documents.
- Liaise with Dangerous Goods Consultants and DGSA's on bookings and client requirements.
- Travel nationally and Internationally if required.
- Any other duties, as required.

Minimum Requirements:

- Excellent computer literacy, being able to confidently work on cloud software and proficient at using Microsoft Office suite (in particular Excel, Word, Powerpoint and Outlook).
- Ability to fluently write, read and speak in English.
- Excellent customer service and professional communication skills
- Excellent phone manner.
- Problem solving ability including use of own initiative and common sense.
- Numerate, methodical with the ability to work in a busy environment and meet deadlines.
- Flexible and adaptable with exceptional attention to detail.
- Good organisation skills with ability to prioritise and manage workloads.
- Full clean UK Driving license and use of own vehicle.

Preferred Requirements

- Good knowledge of Supply Chain/Distribution/Logistics Sector
- Previous experience in a clerical or office administration role.
- Previous experience working in a client-facing role
- Previous experience with CRM tools and software.