

# Job Description

## Operations Assistant

Location: <b>Coleshill</b>	Department: <b>AX Innovation</b>
Level: <b>Team Member</b>	Line Manager: <b>Operations Lead</b>

### Primary Purpose and Function

To provide an efficient and all-encompassing administrative support service to AX Innovation Customers.

### Key Accountabilities

- Assist with the day to day preparation and dispatch of the AX Innovation products to customers, processing and fulfilling orders from our busy hub
- Provide full customer support, handling incoming telephone calls and support tickets received from our customer portals
- To configure and prepare stock for customer dispatch
- To assist with maintenance of stock control and levels
- Interpret and analyse telematics data, determining where any additional action is required
- To validate CRASH data
- To respond to customer queries received via various support platforms
- To understand quickly and efficiently the customers query and any further support that needs to be provided
- To assist with installation services provided to customers, whilst understanding logistical constraints
- To liaise and work alongside our busy GPS Installation engineers
- To understand billing processes and assist with enquires where required
- Ensuring good relations and communications with all key stakeholders
- Observing and complying with GDPR
- To achieve objectives and targets set
- Carry out reasonable tasks as requested by your line Manager.

### Personal Specifications

- Ideally previous experience completing a similar role within a fast paced environment
- Previous inbound and outbound customer service experience
- Demonstrable experience of taking ownership and full accountability for customers' requirements
- Ability to effectively analyse data
- Able to effectively multi-task whilst ensuring every individual customer receives a unique service

- Excellent verbal and written communication, capturing a clear logical summary of situations
- Effective time management including organisation of self and workload
- The ability to prioritise recognising importance and urgency
- Ability to work in a target driven environment
- A flexible attitude and approach
- Proven track record of relationship management across all levels
- Ability to work on own initiative
- Proficient IT skills with intermediate knowledge of Microsoft Word and Excel and the ability to learn new software
- Ability to demonstrate commercial awareness
- Logical thinker with excellent attention to detail
- Demonstrate behaviour in line with Company values; Inspired to Innovate, Always Respectful, Fully Accountable, Delivering Delight.