



Job title	Customer Support
Reports to	Administration Manager
Salary	£17,000 - £18,500 (depending on experience)
Location	County Gates, Ashton Road, Bristol, BS32JH

About Us:

Global Vans are one of the market leaders in online van leasing dealing with thousands of customers every year. With a rapidly expanding business, we are changing the traditional office environment, encouraging a fun, vibrant and energetic place to work. If you are looking to work in a fast paced business with a dynamic culture that rewards success, Global Vans may be right for you!

As the administrative support to the sales team and a point of contact for customers, you are responsible for ensuring that the administrative duties are undertaken to deliver vehicles to customers smoothly and efficiently.

Duties

Your main responsibilities include but are not limited to:

1. Chase suppliers for vehicle registration and chassis details.
2. Manage mailboxes, action or distribute emails as required.
3. Managing the vehicle Penalty Charge Notification process.
4. Upkeep of vehicle V5 filing system.
5. Create and raise invoices to customers and the relevant suppliers.
6. Adding supplier invoices onto the in house iComplete system
7. Finalise Vehicle administration by sending warranty information to customers and vehicle filing
8. Notify customers of any relevant information regarding their order and answer phone calls with any queries they may have.
9. Deal with aftersales warranty queries, escalating issues via the dealers as necessary
10. Filing and scanning
11. Opening and distributing post
12. Stationary stock control

Person Specification

Desirable:

- Previous experience in vehicle leasing is not essential as full training will be provided.
- Previous administrative experience in Microsoft packages and experience of creating invoices beneficial but not essential as full training will be provided
- Able to work under pressure and meet deadlines whilst prioritising your workloads.
- Excellent communication skills both written and verbally.
- Must be comfortable with finance and numbers.