

Customer/Admin Assistant

Job Position

About US

Morris and Green is a global distributor of electronic cigarettes and e liquids with offices in the UK, Germany, Dubai, India and China. Morris and Green produce iconic electronic cigarette brands that are known for excellence, quality and competitiveness.

We are a fast growing company and require committed, creative and hardworking individuals to join our team. We founded our company on the belief that there is a real potential for providing a great product at a great price with excellent before and after sales support.

Job Role

This is an exciting role to join a new growing business in electronic cigarettes.

This is very much a generalist role and covers a number of transaction related tasks which are likely to include, managing the finance and accounting daily activities, completing month end processes from start to finish, direct debit payments, supplier payments and other ad-hoc financial duties.

There will also be elements of customer service. Customer queries need to be answered via phone and email. Providing help and advice to customers using organisation's products and investigating and solving customer problems.

To support management and staff with completing company tasks.

Job responsibility -

- Responsible for all office admin and filing.
- Providing help and advice to customers using organisation's products or services

Morris & Green Ltd

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- Communicating courteously with customers by telephone, email, letter and face to face
- Investigating and solving customers' problems, which may be complex or long-standing problems that have been passed on by customer service assistants
- Handling customer complaints or any major incidents, such as a security issue or a customer being taken ill
- Keeping accurate records of discussions or correspondence with customers
- Analysing statistics or other data to determine the level of customer service organisation is providing
- Producing written information for customers, often involving use of computer packages/software
- Writing reports analysing the customer service that you provide
- Developing feedback or complaints procedures for customers to use
- Maintain the Sales Ledger, dealing with queries, payments and general administration tasks.
- Date entry of invoices and maintaining invoices.
- Assist credit control chasing payments and sending client statements
- Chase outstanding invoices by phone and email
- Using a variety of software packages, such as Microsoft Word, Outlook, PowerPoint, Excel, Access, etc, to produce correspondence and documents and maintain presentations, records, spreadsheets and databases
- Attending meetings, taking minutes and keeping notes
- Ordering and maintaining stationery and equipment
- Sorting and distributing incoming post and organising and sending outgoing post
- Organising and storing paperwork, documents and computer-based information
- Photocopying and printing various documents, sometimes on behalf of other colleagues.

Candidates must be eligible to work in the UK full time without restriction. To apply please send your CV to jobs@morrisgreen.co.uk.