

WE ARE HIRING



Customer Services and Administration Assistant – Cramlington

Role Overview:

This role will be an additional supportive part of our customer service team and as such we are looking for a committed and detail orientated individual to take up this role within the internal sales office at Legrand Care UK.

Key Duties:

- Manage the SIM renewal log, including the daily additions following shipment.
- Contact customers to acquire purchase orders for new period.
- Qualify and action SIM renewal invoicing.
- Manage the Maintenance contract log, including the daily additions following contract awards.
- Qualify and action Maintenance renewal invoicing.
- Maintain Sim & Maintenance Logs, Salesforce, SAGE and Pulse Portal.
- Produce customer reconcile statement.
- Engage with sales and service teams to manage the customer relationship.
- Validate Incoming invoice for SIM Subscriptions
- Maintain and record market and customer information within CRM system.
- Demonstrate a high level of customer service.
- Processing of work orders and scheduling service visits
- Provide exemplary support to our many customers enquires via telephone and email across customer service
- Input / process sales orders and invoices in the system (SAGE) ensuring smooth timely order processing including sorting, routing and progressing orders received.
- Communicate accurate information to all parties involved in the processes and the end user.
- Consult with other departments updating on customer account, quotations, progress, order status and other.
- Ensure compliance of H+S and housekeeping practices in the workplace.
- Abide by the Legrand Core Values and Code of Ethics and strive to meet and exceed the Group's Corporate Social Responsibility (CSR) commitments.



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Key Attributes:

- Driven and focused to work on own initiative.
- Minimum of 2 year's Account Assistant or Purchase Ledger experience required.
- Excellent communication skills.
- Must have a strong Customer service ethic.
- Be able to communicate effectively with both written and oral methods such as emails, phone calls etc.
- Be flexible to both business and industry changes.
- Well organised and able to prioritise and multitask.
- Initiative-taking and capable of dealing with fast moving and varied events which are demanding.
- Excellent time management and project management skills.
- Well-developed communication and people skills and able to deal with people at all levels both in and outside the business.
- The confidence and presentation skills to advise all staff and senior management on operational issues.
- Computer literate with the ability to use Microsoft Office suite of applications, Word, and intermediate Excel skills, specifically, spreadsheet capability. Sage experience essential.
- Able to exert discretion.
- Able to analyse complex situations and give balanced well considered decisions.

Working Hours:

- Full time, 37.5 hours per week, Monday – Friday, 09:00 to 17:00

Work Location:

- Legrand Care, Cramlington

Salary and Benefits:

- Competitive salary



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- 25 days holiday per annum, plus Public Bank Holidays
- Group Personal Pension plan up to 5% of the pension contributions
- Employee Assistance Programme through EIC
- Life Assurance Cover
- Healthcare cash plan
- Holiday purchase, up to 3 days
- Enhanced Maternity and Paternity Scheme

To apply please send your CV to Kim Oliphant at Kim.Oliphant@Legrand.com

Closing date: 16th January 2026

Please share the vacancy with your friends and family, you can claim a £500 recruitment finder's fee for every successful referral you make.

