



JOB VACANCY- FULL TIME CUSTOMER SERVICE ADMINISTRATOR

Job Description:

We are looking for a Customer Service Administrator to join our busy Admin/QC department in the heart of the Birmingham Jewellery Quarter. You will be part of a strong team working ethos, dealing with all aspects of administration. The role consists of a variety of duties and is ideal for a committed and hardworking candidate looking to build on their knowledge and experience.

Main duties:

- Inputting and processing customer orders in a timely and accurate manner
- Answering telephone calls and dealing with customer queries
- Establish and maintain strong relationships with customers and deliver an excellent level of customer service
- Ensure accurate information is recorded where needed
- To book out post accurately using Royal Mail click and drop service
- Ensure deadlines are met and inform customers of any delays
- Provide support and advice on products where necessary and gain an understanding of the production process
- To respond to customer emails in a timely manner and ensure all queries are answered.
- To support other team members
- To understand the importance of prioritising tasks throughout the day.
- To ensure Health & Safety practices are adhered to

Experience and Skills:

Administration (1 year +)

Customer service (1 year +)

Good computer literacy skills - Proficient in Microsoft Outlook, Word and Excel

Excellent interpersonal skills

Strong organisational and administrative skills

Knowledge of Jewellery trade is desirable

Previous experience working in manufacturing an advantage

Person specification:

Must be a team player
Exceptional attention to detail
Ability to work well under pressure
Polite and professional manner
Ability to operate autonomously and/or with minimum supervision
Honest/Trustworthy

About us

Established in Birmingham's Jewellery Quarter in 1953, Hockley Mint is an Employee-Owned business committed to exceptional quality and standard-setting British craftsmanship across casting, precious metal alloying, finished fine jewellery production and bespoke design. The name associated with its award-winning bridal mounts and wedding bands, Wedfit®, has become immediately recognisable in the trade and is often borrowed to explain the perfect partnership of engagement rings and wedding bands.

Through the combined efforts of multiple generations, Hockley Mint has grown into one of the largest independent jewellery manufacturers in Europe, offering everything from hand-carved waxes and diamond-setting to rapid prototyping, CAD/CAM design, 3D printing and complete ready-to-wear collections. By utilising the services of Hockley Mint, customers can truly tap into the spirit of British Made and support independent and traditional British manufacturing.

Job Types: Full-time, Permanent

Salary range: £22,282.00 per year (Reviewed following probationary period)

Working hours: Monday-Friday 08.15 – 15.45 35 hours per week

Benefits:

- Additional leave
- Casual dress
- Company pension
- Employee discount
- Health & wellbeing programme

Work Location: In person