

Customer Care Administrator– Job Description

Job Title: Customer Care Administrator
Reports to: Global Customer Care Manager
Location: Limavady, Northern Ireland
Closing Date: 1st Aug 2025

Join the Award-Winning Team at Seating Matters and Posicare by Seating Matters

This is an exciting opportunity to join the award-winning Seating Matters team. At Seating Matters, we design and manufacture clinical, therapeutic seating and shower chairs for patients and caregivers. With customers across the UK, Ireland, Canada, Australia and the US our innovative products are making a global impact, and we are just getting started.

As a company, we are passionate about the continuous improvement of our product, our processes and most importantly our people. This is a great chance to join a fast moving, global company whose products are helping change lives all over the world.

The Role

We are seeking to recruit a Customer Care Administrator who is passionate about delivering exceptional service and making a positive impact on the lives of our customer, our patients, and the people who care for them. This is an exciting and critical role in the Seating Matters customer experience, often the first point of contact, this role is vital in the shaping our customer experience and building long term relationships.

The successful candidate will be a proactive team player, comfortable working closely with patients, caregivers, global partners, seating specialists and internal departments. You will play a key role in maintaining our world class customer care standards, ensuring a seamless experience from first point of contact through to post sales. A strong understanding of the customer journey and service excellence is essential. Industry knowledge and aftercare, ideally from a healthcare environment would be welcome although full training and support will be given. The successful candidate will be proficient in MS Office, CRM and other IT related packages.

Key Responsibilities

- Handling the overall customer journey from initial enquiry to aftersales follow up
- Responding to customer enquiries via phone, email, chat or the ticketing system in a timely and satisfactory manner
- Resolving customer issues and troubleshooting technical problems
- Booking in and organising patient assessments and reviews
- Follow up of quotes post assessment and review
- Providing proactive customer outreach
- Handling customer complaints
- Collecting and analysing customer feedback
- Responding to customer reviews
- Structure and maintenance of customer information on CRM
- Tracking customer service KPIs and metrics
- Aftercare and Follow up and customer retention
- Continue to build on our existing brand equity and strength

Please note, this job description is not exhaustive as other duties may be required to fulfil the requirements of the role.

Criteria and Requirements

- Have excellent written and verbal communication skills with the ability to build strong relationships with customers and colleagues alike
- Demonstrable ability to provide excellent internal and external customer service
- A proven professional and proactive approach to work that is swift yet rigorous
- High level of accuracy and attention to detail
- Strong IT skills
- Team-orientated with a positive attitude, customer focused mindset
- Adaptability to fast – paced working environments

Employee Benefits:

- Annual Bonus
- Free onsite parking
- Onsite gym
- World class facilities
- Monthly lunch
- Monthly team building activities
- Your birthday day off
- Free fresh fruit
- Free uniform
- Opportunity to develop your skills by cross training in different areas
- A working environment where your ideas count
- Develop your confidence by holding morning meetings

This full-time role will be based at our Limavady, Northern Ireland Headquarters and all applicants must have necessary documentation to allow you to work in Northern Ireland.

Pay: £26,000.00-£28,000.00 per year

Schedule:

- Monday to Friday

Work authorisation:

- United Kingdom (required)

Work Location: In person

We are looking for a competent, confident individual who will support us in delivering the best customer experience to our clients. We are a great team who like to work together. We are looking forward to having you join our team.

To apply for the above role please email your CV with a short cover letter to careers@seatingmatters.com