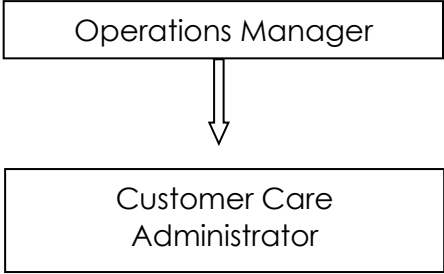




Job Description: Customer Care Administrator

<p>Business Context</p> <p>Formally known as BCF Technology and ECM (Echo Control Medical), IMV imaging is the dedicated veterinary imaging department of IMV Technologies. We are world leaders in veterinary imaging.</p> <p>We have a true dedication to our staff, recognised with Investors in People status.</p>	<p>Organisation/ Reporting Structure</p> <div style="text-align: center;">  <pre> graph TD OM[Operations Manager] --> CCA[Customer Care Administrator] </pre> </div>
<p>Location & Hours: Gormanston, Co. Meath, Ireland</p>	
<p>Job purpose</p> <p>We have an outstanding opportunity for an individual wanting to develop a career in the field of managing clients in the Veterinary world. We are seeking a creative individual who is not afraid to challenge the status quo. We need someone who wants to go out of their way to deliver outstanding service to our customers. Our technology makes a real difference to the lives of animal, so if you love animals and don't want them to suffer this is the job for you.</p> <p>Key responsibilities</p> <ul style="list-style-type: none"> • Working as part of a small, knowledgeable team to deliver the highest level of support to our customers • As part of that team, you will have complete ownership for customer accounts under your remit in partnership with your team. • Building strong relationship with customers in your area to ensure IMV imaging provide that personal touch • Regular communication (via email, phone) with customers and other internal departments to deliver a complete package to customers. This will involve dialogue with finance, marketing, production and sales departments. • Manage the administration of the service process, especially with service team. This will include responding to enquires, writing letters, emails, research and developing a working knowledge of our products to provide support to overseas customers. • Work within the common pool of IMV imaging Administrators to ensure that all aspects of the administration of our business work effectively. • Manage the Service Contracts • Supporting Account Manager in the key aspects of the sales process by creating Sales Opportunities and Sales Orders on SAP • We anticipate the role to be 85% office base and 15% time spent out in the field with other team members and building relationships with our clients. 	
<p>Essential Education/experience</p>	<p>Competencies/ key characteristics</p>

<ul style="list-style-type: none"> • Customer service experience preferably within a technical environment • Previous experience of SAP preferable but not essential • Previous experience working closely with Sales • Experience working in the veterinary industry would be advantageous but not essential 	<ul style="list-style-type: none"> • Can do/ Will do attitude • An absolute determination to provide high levels of customer service • Advanced IT skills – MS Outlook, Office, Database Management • Honesty • Well organised and structured approach to work • Flexibility to evolve with the changing needs of the business • High attention to detail • Excellent written and verbal communication skills
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Package: Competitive base salary; Company Profit Scheme; Company Pension Scheme; Life Assurance Cover x 4 basic salary; Flexitime

Applications to recruitment@imv-imaging.com