



Customer Service Administrator

company background

ACT was established in 1994 to produce high quality graphics for internal and external displays. The high quality production techniques and personable customer service have made ACT the leading large format display company in Wales with customers both local and nationwide.

Our success has been built around one of the most diverse product ranges in the UK today including photographic print, inkjet, superwide banner production and the new straight to substrate printing along with the achievements and commitment of our staff to their roles in the company. ACT prides itself on the professionalism of its team.

With continued expansion ACT are now looking for three new members to be added to the team now that we have moved to larger premises where production space has increased by 70%.

the role

Your role will be to support the field account managers whilst providing a link between ACT and our clients.

job specifics

internal account management for two areas
liaison with ACT account handlers
estimating
quote follow up
booking in of jobs from your clients
client liaison
database management
ordering and liaison with subcontractors of subcontracted work for your clients
research for special requirements for jobs
marketing support for clients
customer service administrator

your profile

good administrative and numeracy skills
a high level of computer literacy
excellent communicator
a people person with a strong customer focus
experience of the print industry desirable
the ability to work under pressure

working hours

monday to friday 9am to 5.30pm

holidays

20 days + statutory bank holidays

financial package

salary depending on experience
contributory pension scheme
medical insurance

**to apply: please forward
your cv by email to
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