

JOB OFFER.

http Customer Service Advisor

Wel Group Limited•Birmingham•£12.71 an hour

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[Job details](#)

£12.71 an hour

Temp to perm, Full-timeNo weekends, Monday to Friday

Birmingham

[Full job description](#)

Customer Service Coordinator

Location: Birmingham

Hours: Monday to Friday, 8:00am – 5pm

Pay Rate: £12.71 per hour

Contract: Temp to perm

We are currently recruiting for a Customer Service Coordinator to join a busy and supportive team. Suppliers of NHS wheelchair services, so attention to detail and excellent customer care are essential.

The Role

You'll play a key role in ensuring smooth day-to-day operations, supporting customers and internal teams with order processing and enquiries.

Key Responsibilities

Managing and processing customer orders accurately and efficiently

Handling inbound calls and providing excellent customer service

Liaising with NHS contacts, patients, and internal departments

Updating records and maintaining accurate data on internal systems

Supporting general administrative tasks as required

What We're Looking For

Strong experience in order processing and administrative support

Confident using Microsoft Excel and Word

Excellent telephone manner and communication skills

High level of attention to detail and organisation

Ability to work in a fast-paced environment and prioritise workload

What You'll Get

Monday to Friday schedule – no weekends

Opportunity to work within a meaningful sector supporting NHS services

Friendly and supportive working environment

If you're an organised and customer-focused individual who thrives in a busy environment, we'd love to hear from you.

Apply today to be considered!

INDLP

Pay: £12.71 per hour

Expected hours: 40.0 per week

Experience:

Customer service: 1 year (required)

Administrative: 1 year (required)

Licence/Certification:

Driving Licence (preferred)

Work Location: In person

[s://uk.indeed.com/viewjob?jk=bedad01552f6f04c&from=shareddesktop_copy](https://uk.indeed.com/viewjob?jk=bedad01552f6f04c&from=shareddesktop_copy)

Cover Letter

Birmingham, UK
07367288602
Sebabujor12@gmail.com

Dear Hiring Manager,

I am writing to express my interest in the Administrative Assistant position within your organisation. I am a motivated and professional individual with a strong background in customer service, together with a Level 4 qualification in Business Management and Skills for the Workplace from UWTSD Birmingham.

During my employment as a Customer Service Assistant at Asda Stafford from February 2022 to March 2024, I developed excellent communication, organisational, and administrative skills while working in a fast-paced environment. My responsibilities included responding to customer enquiries, processing transactions accurately, maintaining records, and ensuring a consistently high standard of customer service.

Through both my academic studies and professional experience, I have gained valuable skills in administration, record keeping, data entry, and the use of Microsoft Office applications, including Word and Excel.

I would welcome the opportunity to discuss my suitability for the role in more detail. Thank you for your consideration.

Yours faithfully,

Seba Bujor

SEBA BUJOR

Birmingham, UK | 07367288602 | Sebabujor12@gmail.com

Personal Profile

Hardworking, organised and customer-focused individual with experience in customer service and administrative support. Strong communication, administration and customer service skills. Eager to contribute to NHS services.

Key Skills

- Customer service and telephone support
- Administrative support
- Order processing and data entry
- Microsoft Word and Excel
- Handling customer enquiries
- Accurate record keeping
- Attention to detail
- Organisation and time management
- Teamwork and collaboration

Work Experience

Customer Service Assistant - Asda, Stafford

February 2022 - March 2024

- Delivered professional and friendly customer service.
- Responded to customer enquiries and resolved issues efficiently.
- Processed transactions accurately and maintained excellent service standards.
- Worked effectively in a fast-paced retail environment.
- Demonstrated strong teamwork, organisation and attention to detail.

Education

Business Management and Skills for the Workplace (Level 4)

UWTSD Birmingham (University of Wales Trinity Saint David)

IT Skills

Microsoft Word, Microsoft Excel, Email and Online Systems, Data Entry and Record Keeping

References

Available upon request.