

Key Account Administrator

Vetstream Ltd requires a Key Account Administrator to assist our busy Vetlexicon Department which provides online clinical information for the treatment of dogs, cats, rabbits, exotics, horses and cattle.

Reporting to the Head of Subscriptions you will have a hands-on role ensuring quality and delivery timelines are met. You will play a very important role in providing support to our customers, collating analytical reports, liaising with product managers in-house, as well as external customers via telephone and email, assisting with creation of campaigns and their execution. This will be in addition to basic administrative tasks such as arranging travel, answering telephone calls, and responding to email enquiries when required.

An interest in and willingness to further a career in publishing is naturally desired, but previous experience within publishing is not necessary. The successful candidate will be computer literate with a knowledge of Microsoft Office programmes, exceptional organisational skills, a quick study and having a good telephone manner is essential, with the ability to work efficiently to reach targets and deadlines.

Duties will include

- Administration management of large accounts
- Proactive telephone contact with customers to ensure outstanding customer service
- Producing weekly/monthly analytics reports for high end accounts
- Maintaining Customer Relationship Management System
- Opportunity to attend trade shows in UK and Overseas
- General administrative duties

Skills required

- A high degree of computer literacy with a good knowledge of Microsoft Office programmes
- High attention to detail
- Excellent organisational skills
- Good telephone manner
- High standard of written and spoken English
- Strong communication skills
- General administrative experience
- Knowledge of Wordpress would be desirable, but not essential

Hours: Full time 36.5 hrs per week based at our Bartlow office

Salary: £17,500 - £20,000 per annum DOE

Benefits: Peoples Pension, Company Health Care Scheme, Flexi-time, bring your (well behaved) dog to work and Free onsite parking

This attractive and flexible working package is offered along with exciting career prospects, so if you feel you have the right blend of skills, please apply with your CV and covering letter to Lauren Billman at subscriptions@vetstream.com by **27th March 2019**.