

Client Services Administrator

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Black Marble – Cleckheaton, West Yorkshire

Salary: £25,000 – £28,000 per year

Black Marble is a leading UK software development consultancy, delivering innovative solutions to customers across the UK in sectors including public sector, health, finance and retail. We are looking for a **Client Services Administrator** to join our growing team and support our sales function.

This is an administrative sales support role, ideal for someone who is organised, proactive and enjoys working with customers and internal teams.

Black Marble operates a hybrid working environment, split between the office and home.

The Role

You will act as a key point of coordination between our customers, partners and sales team, providing high-quality administrative and customer service support.

Your responsibilities will include:

- Managing shared inboxes and responding to customer queries in a timely and professional manner.
- Preparing quotations, proposals and supporting sales documentation
- Processing orders and maintaining accurate records and systems
- Liaising with internal teams and partners to resolve customer queries
- Supporting the sales process through efficient administration and coordination
- Handling telephone and email enquiries, delivering excellent customer service

About You

We are looking for someone who:

- Is highly organised, with strong attention to detail
- Has good knowledge of Microsoft Office (Outlook, Word, Excel)
- Is confident and professional when speaking with customers on the telephone
- Has excellent written and verbal communication skills
- Is proactive, reliable and able to manage their own workload effectively
- Enjoys working as part of a collaborative team

Previous administrative or customer service experience would be beneficial but is not essential.

What We Offer

- A friendly, supportive working environment
- Opportunities for professional development and growth
- Company pension and benefits package
- 25 days annual leave plus bank holidays
- Office located just off J26 of the M62, with plentiful free parking

Further Information

For more information or to apply, please contact HR@blackmarble.com.