

Domain and Sales Administrator, Glasgow

The Company

There has never been a more exciting time to become part of the Easyspace family, it is time for you to join us?

Originally founded in 1997, Easyspace was one of the first domain name companies in the UK. After building a strong reputation in the industry for providing customers with cost effective solutions we became part of the iomart group in 2004. At Easyspace we pride ourselves on the first class service we provide and our ability to listen and adapt to our customers' needs, shown by our increased offering of website hosting services, email services and even website design services so that our customers' can have what they want, when they need it.

Currently in our 21st year, the iomart Group continues to go from strength to strength. Within the last 12 months we have reached record numbers in both revenue and headcount, achieving annual revenue of £100 million for the first time since our conception and growing our team to over 400 employees. But we're not finished yet. Over the next five years we have ambitious plans to double the size of our business, increasing our annual revenue to £200 million, and we need the best talent the industry has to offer to help us achieve this.

Description

We are currently on the lookout for a Domain and Sales Administrator with a keen eye for detail to support our Easyspace team with a variety of administration tasks. Working within a team of four, the Domain and Sales Administrator will be responsible for completing all administration relating to our customer's domain names and packages whilst providing first class customer service at all times. This will include registering and transferring domain names through online systems and responding to customer queries via both phone and email. Within the role, the Domain and Sales Administrator will also monitor customer accounts to ensure that renewals are completed on time, and assist the support and sales team with customer enquiries.

Don't have experience or knowledge of working with domains? Don't worry. Full training on everything you need to know will be provided.

If you are looking for the next move in your career, and want to work in a role where you will continually learn and develop, we would love to hear from you.

The ideal candidate for the Domain and Sales Administrator role will have/be:

- Previous administration experience
- An excellent eye for detail
- Strong problem solving skills, with the ability to multi-task and prioritise effectively
- Excellent verbal and written communication skills
- Ability to build strong working relationships with both internal and external customers
- A self-starter who is happy to work as part of a team or alone with
- A passion and enthusiasm for learning new skills
- Computer literate and ability to use Excel

What we can offer you:

- Exposure and access to cutting-edge technology as well as the opportunity to work alongside like-minded technical enthusiasts
- Supported training and development
- Holiday Trading Scheme – buy or sell part of your annual leave allowance
- Travel Loans - unsecured interest free travel loans to assist employees
- ShareSave/SAYE – buy shares in the company at a discounted rate
- ½ Day off on your Birthday
- Long service benefits – additional annual leave and access to private healthcare
- Snacks, drinks and fruit all day every day

- Breakfast on us every day including a hot roll on Fridays
- We'll shout you to lunch once a month