

**Position:** Customer Support Administrator  
**Salary:** Negotiable depending on experience

### Summary:

MultiFreight Ltd are a software company based in Ipswich, developing software solutions to the freight industry around the world. Due to growth, we are expanding and require enthusiastic, motivated people to join our busy Customer Support Team.

The ideal candidate will have a minimum of 2 years' experience in the freight industry, along with excellent analytical and communication skills.

### Key Skills:

- Minimum 2 years freight industry experience
- Be highly computer literate and comfortable with software applications
- Must demonstrate a strong sense of customer focus
- Excellent verbal, and good basic standard of written, communication skills
- Self-motivated and systematic
- Results / task orientated, attention to detail and accuracy
- Excellent time management and organisational skills
- Commitment to continuous improvement
- Ability to work as part of a team, as well as independently
- Character Committed to customer service delivery
- Reliable and committed
- Confidential and discrete approach
- Calm manner, able to work under pressure and with changing demands and priorities

### General responsibilities will include:

- Providing excellent customer service, by managing client expectations and ensuring information is communicated between the team and customers
- Monitoring of support system to manage and resolve support incidents
- Becoming proficient in our software solutions to provide suitable support to our customers

**To apply for this vacancy please email your full CV with a covering letter and current salary to [careers@multifreight.com](mailto:careers@multifreight.com)**

Unfortunately, we are unable to contact every application that we receive, if you do not receive a response please assume that you have been unsuccessful with this particular application. However where suitable we will keep your details on file and contact you should a vacancy arise that matches your skills and experience.