

Job Specification



Post Title	Customer Service Administrator
Department	Customer Service
Reporting To	Key Account Manager
Purpose	<p>Coordination of customer ordering procedure. Development of relationships between the customer, sales and production teams.</p> <ul style="list-style-type: none"> • To focus on the receiving, evaluating and processing of orders from receipt to despatch. • To communicate order information supporting the production process for optimisation of lead times • To ensure the timely shipping & documentation to customer requirements
Core Activities	<ul style="list-style-type: none"> • Effective & efficient processing of customer orders • Implement and manage a contract review process • Ensure repeat business continuity through production • Coordinate and control production progress reports to customers • Support production scheduling and lead time targets • Understand and contribute to the pricing structure ensuring margins are maintained • Respond to enquiries on time and professionally. • Support the strategy to increasing the volume of sales in line with business objectives. • Develop a close and effective working relationship with internal teams to support the sales projections and maintain commitment to lead times • Effective documentation control both internally and externally • Support Quality in delivering accurate and timely document packs • Support OTIF & delivery projections for weekly, monthly & annual budgets • Oversee and support the coordination of the Goods in and Despatch function • Presenting & analysing information and reports wherever required. • Work as part of the team to ensure we remain our chosen market leader. • Support the administration of transport functions to deliver cost efficient methods resulting in adherence to lead times • Reception duties and customer focused contact • Support export functions as and when required

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<p>Key responsibilities</p>	<ul style="list-style-type: none"> • Build and maintain strong, long-lasting client relationships. • Keeping clients satisfied with the organisation and maximising repeatable business. • Update customers on key performance indicators weekly/monthly/quarterly • Ensure the CRM system is utilised and accurate • Continual service improvement, including but not limited to: <ul style="list-style-type: none"> ○ Order Processing, Order acknowledgment. ○ Order Progressing. ○ Despatching & Invoicing. ○ Customer satisfaction survey • Process Improvements within the department and business to support the customer requirements. • Responsible for legal and compliance-related document management processes through systems utilisation. • Maintenance of customer portals.
<p>Other Responsibilities</p>	<ul style="list-style-type: none"> ▪ Working as a team member to deliver any other ad hoc duties to meet the business vision, mission, and objectives. ▪ Contribute and support the effective management & implementation of Health & Safety policies throughout the businesses. ▪ Contribute and support the effective management & implementation of the QMS system throughout the businesses.
<p>Preferred Experience</p>	<ul style="list-style-type: none"> ▪ Proven experience within a customer service role ▪ Excellent organisational and leadership skills ▪ Outstanding communication and interpersonal abilities ▪ Experience of CRM software ▪ Fluency in MS Office suite (particularly MS Excel) ▪ Experience delivering customer-focused solutions to customer needs. ▪ Proven ability to manage customer service across multiple accounts, while maintaining attention to detail. ▪ Excellent listening, negotiation, and presentation abilities. ▪ Strong verbal and written communication skills. ▪ Proven ability to manage deadlines and continuous improvement activity. ▪ Proven responsibility for proactive, positive interaction to situations that minimises any risk / reputation to the customer relationship.

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Person	<ul style="list-style-type: none">▪ Organised▪ Ability to be able to communicate effectively▪ Flexible and able to meet key deadlines and targets▪ Leadership▪ Attention to detail▪ Must be flexible and able to meet key deadlines and targets▪ Hands-on practical▪ Process orientated▪ Ability to learn new systems and processes▪ Good retention of information▪ Good problem-solving skills▪ Can-do positive attitude and energy
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