

Job Description: Customer Service Administrator



Overview

This position is to join the Customer Service team supporting the needs of customers from point of query through to order processing, despatching and invoicing along with business requirements in the form of administration.

The role requires an enthusiastic candidate who is able to work flexibly dependent upon the needs of the department and business. Tasks and thus a typical day will be varied with the successful candidate being able to work across a range of tasks in priority order.

Qualifications/Experience

- Previous experience in similar roles with preferred GCSE's (equivalent) in Maths & English

Responsibilities

- Act as point of contact for loading team on queries re pack sizes and readiness
- Create delivery notes for outward deliveries
- Creation of pack id badges for incoming loads
- Act as point of contact for management of production over runs
- Send sales order confirmations
- Be the primary contact for community liaison including management and investigation of requests received, providing detailed proposals to the business for review along with support to budget management
- Filing across all departments within the business covering a range of compliance requirements from orders and invoicing to training records and procedure guidelines; efficient and effective management of documentation for ease of retrieval and compliance
- Adhoc administrative support to other functions and production teams
- Support of order management to the sales team and customers including outstanding order reports, quotations, usage reports
- Additional support for the creation and sending of sales invoices and credit notes

- Additional support for answering incoming calls to the business and directing as appropriate
- Additional support for processing of orders including; new and amendments
- Additional support for the creation and sending of surplus stock lists
- Supporting the department in task completion during busy periods or absence

Customer Service

- Strong, clear communication
- Efficient and effective dealing with all stakeholder contact; internal and external

Your skillset

- Strong communication and relationship skills
- Composed, motivated and enthusiastic
- Professional and friendly
- Strong computer use especially in Excel and Outlook
- Experience or willingness to learn Nav ERP
- Outstanding attention to detail
- High level of accuracy
- Ability to prioritise tasks with effectiveness and efficiency

HSE

- Ensure cleanliness within department
- Ensure you wear all the required PPE provided
- Ensure all accidents, incidents and near misses are reported and assist in the investigation where necessary

Role Reports

- Customer Service Manager

Pay Scale

- Salaried
- 23 days holiday plus 7 bank holidays - FTE
- Mini health care package
- Pension in line with government guidelines

- Life Assurance cover
- Annual profit related bonus scheme

Type of Employment

- Permanent
- Full Time 40 hours with flexible working as indicated by the department Manager
- One late night per week sometimes required (to 6pm)

Hours of Work

- Monday – Friday 08:00 – 16:30

Location

Sherburn Hill, Durham

Confirmation

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____

COLLABORATION AND COMMUNICATION

- CREATES A CULTURE OF TEAMWORK
- BUILDS STRONG AND EFFECTIVE TEAMS

COMMUNITY SPIRIT

- GIVES BACK TO THE COMMUNITIES THAT SUPPORT US
- TAKE AN ACTIVE ROLE IN THE ENVIRONMENT

EXCELLENCE

- CONTINUES TO DRIVE FOR EXCELLENCE IN EVERYTHING
- DEDICATED TO EXCEEDING EXPECTATIONS OF INTERNAL AND EXTERNAL PARTNERS

HONESTY AND INTEGRITY

- OPERATES WITH TRANSPARENCY AND IS TRUSTED
- DEMONSTRATES HUMILITY AND SELF-AWARENESS

PEOPLE AT THE HEART

- CREATES A CLEAR VISION AND STRATEGY
- SAFETY AND WELLBEING ARE ABOVE ALL ELSE