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Customer Service Assistant

Sales Office – External Doorsets

We are a leading provider of Internal and External Doors. Supplying the house builder with quality doors, hardware and associated products for over 30 years.

Our Team

The directors and staff of the company are dedicated to offering a professional and helpful service to our valued customers. Senior management are involved in the day to day operation of the business, and qualified staff are available to give advice and technical support. The company is structured to give a first class service.

We are looking to recruit experienced Customer Service Assistants to join our sales office team, this is a vital role to ensure customer sales orders are processed accurately in a timely and efficient manner to fulfil customer commitments.

Duties will include

- Ensuring continued and excellent Customer Service throughout the Manufacturing Sales Office.
- Help with the Processing of sales orders via the computerised system.
- Main point of contact for your Key Account Customer/s, dealing with enquiries and chasing orders by email or telephone. Reporting complaints.
- Maintain communication with Customers and following queries through to a satisfactory conclusion for both the Company and the Customer.
- Checking own work as well as colleagues for accuracy.
- Keep up to date on product knowledge.
- General administration.
- This list is not exhaustive and you will be expected to carry out any reasonable task as requested by your Supervisor/Manager.

Essential skills

- Experience working in a sales co-ordinator or customer service role within manufacturing, dealing with multiple customers.
- Strong administration skills.
- Customer focused individual that is willing to go the extra mile.
- The ability to build strong working relationships with other team members and customers.
- Ability to follow procedures methodically.
- An eye for detail and accuracy.

- Good communication skills, both written and verbal.
- Good computer IT skills, ability to use M/S excel, word and outlook with experience of computerised data entry systems.
- Ability to prioritise workload to meet demands, targets and deadlines.
- Able to work as part of a team.
- Uphold company values.

Desirable skills

- Sage 1000 user experience.
- Windows 10 user experience.
- GAI Diploma.

Working hours will be 38.75 hours Monday to Friday 08:15 - 17:00 or 08:45 - 17:30 with one hour unpaid lunch break.

Benefits:

- Life insurance
- Company events & social hours
- On-site parking

Job Types: Full-time, Permanent

Salary: £18,000.00 per year

Reference ID: WA21

Benefits:

- Bike to work scheme
- Company events
- On-site parking

Schedule:

- Day shift
- Monday to Friday
- Overtime

COVID-19 considerations:

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To ensure we are keeping all our employees as safe as possible in these difficult times, all provisions have been put in place; in line with government guidelines, to ensure a safe and positive working environment at all times.

Work remotely:

- No **#**