

JOB VACANCY

Job Title: Customer Service Administrator

Location of role: Milnrow

Department: Commercial

Line Manager: Simon Chipchase

Job Summary:

The Customer Service Administrator Role is an Internal Sales position responsible for the administration required to support the commercial / sales team and provide an important link between the business and the customer. The main focus of the role is to ensure that all commercial communications are actioned efficiently and accurately to provide the best possible customer experience while minimising risk to the business.

Function & Scope of Responsibility:

- Management of sales email inbox including booking in of RFQ's and requests for information onto CRM System - Salesforce.
- Processing of orders onto MRP System - SAP, following contract review.
- Setting up new accounts onto MRP System - SAP, including relevant credit checks.
- Sending order confirmations to customers following order acceptance.
- Issuing and monitoring of Pro-forma invoices for orders requiring payment in advance and ensuring payment is received.
- Record and maintain commission payments.
- Answering incoming calls to the sales office.
- Answering the front door and greeting visitors to the site.
- Open customer cases following customer complaints.
- Arranging the collection and delivery of customers' gearboxes for Service & Repair.
- Provide occasional cover for the Invoice and shipping function.
- Communicating with customers to gain feedback on quotations.
- Continuously looking to implement service and business improvements.
- Support achievement of relevant targets and KPI's.
- Adopt a flexible approach to workload and assume new responsibilities where appropriate.

Skills, Knowledge, Experience Required:

- Enthusiastic and customer focused with excellent communication skills.
- Previous experience within a fast-paced internal sales team preferred.
- Commercially aware, organised, accurate and have attention to detail.
- Ability to prioritise workload to meet deadlines.
- A problem solver focused on continual improvement.
- A high level of computer literacy and numeracy skills.
- Experience of CRM systems and ideally Salesforce preferred.
- Good standard of general education.
- Knowledge of ERP M3 would be preferred.

Send your CV to
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