**Hours:** 40 per week

**Title:** Customer Service Advisor

**Location:** Swadlincote

**Salary:** Negotiable depending on experience

**Holidays:** 22 per annum + 8 days public/bank holidays

**Reporting to:**

National Sales Manager

**Duties and responsibilities**

Specific duties of the Customer Service Advisor include:

* Uploading orders, providing regular updates of progress to your clients, raising invoices, chasing payments and managing the progress from initial enquiry to completion;
* Liaising with our Production (transport) and Sales teams;
* Dealing with customer queries in a professional manner;
* Ensuring all phone calls, emails and fax requests are dealt with in a timely and professional manner;
* Providing excellent customer service and support and building a relationship with your clients;
* Assist with the coordination of new business as well as ensuring existing customers receive exceptional service at all times.

**Person specification**

The successful applicant will have:

* Excellent customer management skills;
* Experience in internal account management, customer service or internal support;
* The ability to remain calm under pressure, take ownership of the role and provide exceptional level of service at all times;
* A co-operative attitude and be able to work well within a team;
* Excellent communication skills;
* The ability to work methodical and well-organised, with a passion for pleasing customers;
* A natural ability to forge strong relationships;
* Commitment and self-motivation – enjoys a challenge;
* Experience of working for a manufacturer would be advantageous;
* Own transport is preferable.