

Customer Service Coordinator

The Sanitaryware Company (SWC) is a fast growing supplier of high quality Sanitaryware products for the UK commercial construction sector. We are looking for a self-motivated, organised individual. You will need a flexible approach with a passionate personality that is committed to providing excellent levels of service to our customers.

Working within a precise and customer focused manner you will facilitate all actions and communications at after sales stage. You will deliver high levels of customer satisfaction both internally and externally and ensure the smooth running of the customer service function. In return we offer the chance to work for an exciting fast paced organisation with a great team environment, which gives individuals the opportunity to grow within the business.

Company benefits:

- Competitive Salary
- Generous pension scheme
- 25 days annual leave
- Christmas shutdown
- Extra day off for your birthday
- Free parking

Full-time role, office based, Kettering.

Your responsibilities will include:

- Processing all orders gained by the sales team ensuring all information is gathered from the customer and documented accurately
- Manage all orders after point of sale, continuously monitor stock levels, allocate projects ready for delivery and organise customer call offs
- Liaise with Despatch, Purchasing and other company personnel to fulfill customers projects on time and in full
- Ensure we meet all customer project deliveries
- Dealing with incoming calls in a friendly and professional manner
- Maintain the smooth running of the customer service tasks, continually evaluating and suggesting improvements in internal processes
- Process extras, spare parts and quick orders in a timely manner to ensure lead times are met
- Investigate any questions and queries on potential complaints in detail
- Deal with customer complaints promptly and efficiently ensuring a satisfactory resolution for all parties following clear investigation
- Complete weekly reporting on the customer service KPI's
- You may be required to carry out other tasks necessary for the smooth running of the business

Key skills & attributes:

- Methodical and structured approach to tasks
- Ability to manage multiple tasks through to completion
- Have a positive, problem solving attitude to all challenges
- Excellent telephone manner
- Able to produce professional and grammatically correct correspondence
- Work well under pressure
- A great can-do attitude and a real desire to deliver 'best-practice' customer service
- Excellent communication skills
- Strong IT skills, MS Excel and Word proficient