



## **INTERNALLY & EXTERNALLY ADVERTISED**

### **Customer Services Co-ordinator - Full Time - Permanent**

#### **Description**

This is a hands on role which will allow you to gain a wide range of experience in the SAM customer services team. You will be responsible for providing a professional, approachable customer service to the SAM customer base.

#### **Main Duties of the Job:**

You will be responsible for providing a professional, approachable customer service to the SAM customer base.

To be successful in the role you'll need to be motivated, positive, able to deal with a fast paced environment, resolve issues, multitask, work to a high degree of accuracy and build customer relationships.

#### **Responsibilities:**

- Dealing with customer enquiries (telephone / fax / email)
- Pricing / Quotations to specification
- Processing order intake and order acknowledgements
- Checking orders
- Handling customer complaints
- Providing backup support to extend the external sales team
- Use and development of the CRM (Customer Related Management)
- Any other duties as required

#### **Essential Criteria:**

- GCSE English and Maths, Grade A – C or equivalent
- 6 month's office/administrative experience dealing with customers
- Working to tight deadlines.

#### **Desirable Criteria:**

- Experience of pricing and creating quotations to specification.
- Experience of working in a sales office
- Experience working in a customer services role in a manufacturing sector



**Terms & Conditions:**

- Hours of Work: Mon - Fri: 8.30am - 5pm
- Rate of Pay: Starting at £7.50 p/hr
- Company Pension scheme
- Company Bonus Structure
- Childcare vouchers
- Cycle to work scheme
- 6 months probation applies

**To Apply**

Please forward your CV along with company monitoring form to Róisín Moran, HR Officer, before the closing date of 5pm on Wednesday 30th March 2016.