



We're hiring...

SALES ORDER PROCESSING & CUSTOMER SERVICE ADMINISTRATOR

The Role

The Sales Order Processing & Customer Service Administrator will be responsible for liaising directly with customers to process orders and provide information in response to enquiries, concerns and requests about products and services. You will be a confident, customer focused and enthusiastic individual.

Duties Include...

- Handling enquiries on the phone and via email promptly, courteously and with excellent customer service
- Providing pricing and delivery information
- Processing sales orders
- Organising workflow to meet customer timeframes
- Liaising with field Sales representatives
- Taking responsibility for successful delivery of orders to customers
- Managing complaints and customer service issues
- Communicating and coordinating with internal and third-party stakeholders, including Sales, Planning, Logistics and After Sales Support to manage queries
- Logging details of enquiries, comments and complaints and details of actions taken
- Providing feedback on the efficiency of the customer service process and areas for improvement
- Preparing and distributing customer activity reports

for chemistry you can count on...

Suite 2A, Booths Hall, Chelford Road, Knutsford, Cheshire, WA16 8GS, UK

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Skills & Experience

- Outstanding attention to detail
- Excellent customer service skills
- Strong time management skills and goal orientated focus
- Clear communication skills both verbal and written
- Good analytical and listening skills
- Problem solving, attention to detail and accuracy
- Adaptability and willingness
- Strong IT and system skills
- Sales order processing experience
- Ability to communicate clearly and accurately at all levels

The Schedule

3 days per week, Wednesday – Friday (9am to 5pm)

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