

Job Title	Customer Administrator Post Order
Company/Function	Taylor Maxwell & Co Ltd / Administration
Location	
Position Type	Full Time
Reporting To	Customer Services Manager Post Order

Job Description
<p>Overview</p> <p>Process customer and supplier orders, delivery requests and accounts to ensure that customer needs and service levels are achieved.</p> <p>Details</p> <ul style="list-style-type: none"> • Create and update orders and delivery requests in accordance with the Company's procedures. • Develop and maintain good and effective working relationships between customers, suppliers and sales staff • Support the sales teams in their objectives • Ensure prompt action and progress of call offs and queries received from customers, suppliers and sales staff. • Check customer and manufacturer acknowledgements. • Monitor customer credit status in conjunction with Head Office and ensure that Company Credit Control Procedures are always adhered to. • Notify availability concerns to sites and sales staff. • Prepare and issue quotes to customers as requested. • General office duties such as visitor reception, admin and filing. • Providing cover when staff shortages occur due to holidays/sickness. • Any other duty deemed by the Directors to be in the interest of the team in achieving its objectives <p>Person Description</p> <p>Essential</p> <ul style="list-style-type: none"> • Well-developed telephone call handling skills • Must be able to communicate effectively and be polite but assertive when required in difficult situations • Must show evidence of being organized and responding promptly • Ability to listen properly and to be patient when required • Able to work accurately and quickly • Ability to work under pressure and make correct decisions • Good skills in Word and general Windows environment • Evidence of building relationships with customers or suppliers • Must reside within 1-hour commute of the office <p>Desirable</p> <ul style="list-style-type: none"> • Relevant experience of customer support and admin • Knowledge of the construction industry <p><i>All employees have a duty not to discriminate against each other, customers or suppliers and not to help anyone else do so.</i></p>