

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

## Job Description

### Overview

Provide frontline support for the existing Post Order Customer Service Team. Process customer and supplier orders, delivery requests and accounts to ensure that customer needs and service levels are achieved.

### Details

- Answering incoming calls to the office and forwarding calls to the relevant person.
- General office duties such as visitor reception, administration and filing.
- Providing cover when staff shortages occur due to holidays / sickness.
- Checking Manufacturers acknowledgments.
- Giving delivery notification to Customers.
- 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.
- 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.
- Any other duty deemed by the Directors to be in the interest of the team in achieving its objectives

### Person Description

#### Essential

- 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

**Desirable**

- Relevant experience of customer support and admin
- Knowledge of the construction industry

***All employees have a duty not to discriminate against each other, customers or suppliers and not to help anyone else do so.***