

JOB DESCRIPTION AND PERSON SPECIFICATION

Diamorph Group is currently looking to recruit a **Customer Service Advisor** to join their team at their Headquarters in Irlam.

Job Title: Customer Service Advisor (German and Italian speaking)

Reporting to: Internal Sales Manager

Working Days: Monday to Friday (Office Hours)

DUTIES

Daily contact with existing customer base via phone and email to provide updates on orders and deal with any customers queries.

- Processing of customer orders.
- Proactively expedite orders and coordinate between internal departments
- Attend regular meetings with the production teams to get updates on the orders in production,
- Build up your knowledge of the products sold within the business team to allow you to advise customers and provide the best customer experience possible.
- Develop and grow long-term relationships with existing accounts.
- Record account information into the CRM database
- Apply (when required) for “SIEL” export licences on the UK government website “Spire”.
- Any other duties commensurate with your role.

EDUCATION AND TRAINING

- Work experience in a Customer Service environment.
- Proficient Microsoft Office skills
- Language skills (German and Italian would be essential)
- Knowledge of IFS ERP system desirable

This job is subject to security clearances.

PERSONAL ATTRIBUTES

- Excellent communication skills; both written and verbal.
- Great attention to detail.
- Experience within manufacturing industry desirable.
- Ability to listen and understand fully your customer’s needs.
- Proactive approach and a desire to complete work in a timely manner.
- Enjoy taking ownership and ensure customers satisfaction is high.
- Organised and methodical in your approach to work.



- Organization and time management skills.
- Great work ethic
- Strong teamwork skills.

BENEFITS

- Free Parking
- 33 Days Holiday (Bank Holidays included)
- Subsidised Canteen
- Cycle Scheme
- Pension
- Private Medical insurance - Senior Staff or Above (Free to Staff, discount for Family)

The Diamorph Group

The Diamorph Group consists of brands that are well known for their material science innovation and proven performance in arduous real-life situations, as well as in-house manufacturing and R&D.

The Diamorph Group engages in development, manufacturing and sales of high-performance products:

- Composite and Polymer Materials
- High Temperature Solutions
- Passive Fire Protection

Diamorph actively seeks deep niches in larger markets where we can use our advanced materials knowledge, technological innovations and science to create differentiated products with extreme performance.

The company operates globally with more than 61% of its revenue outside the UK & Ireland. Diamorph serves customers worldwide, with sales offices across Europe, North America & Australasia.

HOW DO I APPLY?

If you fit the above criteria, please email us your CV & Cover Letter to the following address:
recruitment@diamorph.com