

JOB DESCRIPTION & PERSON SPECIFICATION

JOB TITLE:	Customer service Advisor & Expeditor – Temp
DEPARTMENT:	WP Sales
LOCATION:	TRAFFORD PARK, MANCHESTER
LEVEL:	LEVEL 5 – STAFF
HOURS:	38 HOURS MON – FRI
REPORTS TO:	Internal Customer Sales Manager

JOB DESCRIPTION

DUTIES OF ROLE

- 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.

EDUCATION AND TRAINING

- Work experience in a Customer Service environment.
- Proficient Microsoft Office skills
- Language skills is a benefit (Not essential)

PERSONAL ATTRIBUTES

- Excellent communication skills; both written and verbal.
- Ability to listen and understand fully your customer's needs.
- Proactive approach and a desire to complete work in a timely manor
- Enjoy taking ownership an ensure customers satisfaction is high.
- Organised and methodical in your approach to work.