



# HARROGATE

## WATER BRANDS

### **Job Description**

#### **Customer Services Administrator**

##### **Role Responsibilities**

Working in a fast-paced environment, the core responsibility of this role is to process electronically received customer orders and manage them from receipt to delivery; supported with relevant documentation, liaising with hauliers and the warehouse as well as internal teams, ensuring that the customer receives an excellent service experience.

##### **Duties**

- Sales order processing for both UK and Export customers
- Stock monitoring and allocation
- Support production planning process and the warehouse team
- Accurate maintenance of customer, sales, export documentation and records
- Liaise and support internal and external customers with ad hoc requests
- Build and maintain relationships with key contacts with our customers and logistic partners
- Support the Sales Account Managers as requested e.g. embedding new customers, products distribution requirements as well promotions, sales information etc
- Investigate and resolve any queries that arise from the sales order process
- Raise and despatch customer sales invoices on completion of order process
- Answering telephones and manage new enquiries
- Process credit card payments, customer returns and delivery incidents
- Support the Reception Team when required
- Any other duties that Harrogate Water Brands might reasonably expect



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### Person specification

#### Customer Services Administrator

Quality	Essential	Desirable
<b>Experience &amp; Specialist Knowledge</b>	<ul style="list-style-type: none"> <li>• Experience of FMCG sales order and CRM systems</li> <li>• Experience of problem solving</li> <li>• Minimum of 1 year of experience of working in a customer services/order processing role</li> <li>• Experience of working to specific deadlines</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of our products</li> <li>• Awareness of current market trends/issues</li> <li>• Knowledge of Access Supply Chain</li> <li>• Knowledge of Sugar CRM</li> </ul>
<b>Education/Training/Qualifications</b>	<ul style="list-style-type: none"> <li>• Good general level of education specifically GCSEs in Maths &amp; English</li> <li>• Excellent literacy and numeracy skills</li> <li>• Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint)</li> </ul>	<ul style="list-style-type: none"> <li>• L2 City and Guilds Certificate in Customer Service</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent customer services skills</li> <li>• Pleasant telephone manner</li> <li>• Ability to work on complex tasks with accuracy and great attention to detail</li> <li>• Enthusiastic team player</li> <li>• Excellent verbal and written communication skills</li> <li>• Ability to multi-task &amp; work well under pressure</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Highly self-motivated</li> <li>• Team player</li> <li>• Passionate and enthusiastic</li> <li>• Flexible and adaptable</li> </ul>	