

Customer Care Advisor

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Company: Habasit

Location: United Kingdom

Category: office-and-administrative-support

Role description

The mission of the Customer Care Advisor is to work as part of a multi-skilled Customer Care Team, engaging with Customers via inbound phone and email contact handling Quotes, Sales Orders and general sales and customer service enquiries. The role may involve supporting the Internal Sales Team by engaging with Customers via outbound contact campaigns to generate new sales orders and/or leads.

Your main challenges

Engaging with Customers via phone and email

Responding to Quote requests

Processing Sales Orders

Responding to sales and customer service enquiries

Investigating Customer complaints

Contacting Customers as part of sales campaigns

Adhering to agreed processes and Quality systems

What we look for

Experience in having spent a significant amount of time working as part of a customer care/service team handling sales related customer contact via telephone and email

Experience of working with a technical product

Experience of handling complaints

Experience of SAP would be desirable

Proficiency in Microsoft Office and CRM software such as Sugar CRM

Educated to GCSE equivalent in English and Maths

What we offer

We are more than just a manufacturer of conveyor belts, power transmission or timing belts. With us, you count as a human, and have the advantage of two worlds: the structures of a global player mixed with the appreciation and culture of a family business!

We offer an attractive place to work and personal development in an empowered working culture.

You will benefit from the expertise and opportunities of a solid global group of companies and the reputation of its products.

Intensive introduction to the wide range of products, manufacturing processes and customer structure

Exciting, long-term professional challenge

Attractive and result-oriented payment with the benefits of a modern company

Flat hierarchies and quick decision making

If you are flexible like our belts, then move your future actively with us and find your best solution according to our motto: solutions in motion!

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