

Customer Relations Specialist

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Company: Verus Recruitment Partners

Location: United Kingdom

Category: office-and-administrative-support

Job Opportunity: Customer Relations Specialist

Location: Dewsbury, Wakefield, UK - Office Based

Salary: £35,000 - £45,000 per annum (Dependent on Experience)

Contract Type: Full-time, Permanent

We're searching for an enthusiastic and experienced Customer Relations Specialist to join our client's team within the engineering and manufacturing sector. This is a fantastic chance to apply your technical know-how and outstanding customer service skills to build enduring relationships and ensure top-notch customer satisfaction.

Role Overview: In this key role, you'll be the first port of call for our client's customers, addressing their queries and concerns efficiently and clearly. Your responsibilities will include:

Offering prompt and effective assistance for customer enquiries, ensuring a smooth experience.

Efficiently resolving issues and complaints, maintaining high levels of customer satisfaction.

Creating and issuing accurate quotations for products and services, following company guidelines.

Managing administrative tasks related to customer orders, ensuring accuracy in order processing and documentation.

Working alongside internal teams to fulfil customer needs and enhance service quality.

Keeping detailed records of customer interactions in our CRM system.

About You:We're looking for someone with a passion for customer service and a solid background in engineering or manufacturing. You should have:

At least 3 years of experience in customer service within the Engineering or Manufacturing sectors.

A strong technical foundation with an in-depth understanding of Engineering or Manufacturing processes.

Outstanding communication and people skills, capable of building rapport with customers.

Exceptional organisational skills and attention to detail, adept at juggling multiple tasks.

A proven track record in problem-solving and resolving customer issues efficiently.

Proficiency in CRM software and Microsoft Office Suite.

Why Join Our Client?

Our client is committed to fostering an inclusive environment where your talents and career can blossom. You'll be part of a progressive team that values innovation, teamwork, and a dedication to excellence. With a competitive salary, extensive benefits, and a vibrant work culture, this is your chance to make a significant impact in the utilities sector.

If you're motivated by delivering superior customer service and possess the technical expertise to match, we're eager to hear from you. Apply today and take the first step towards a fulfilling career that truly makes a difference.

Verus Recruitment Partners is an equal-opportunity employer, acting on behalf of our client. We encourage applications from all qualified candidates.

Keywords: Customer Relations, Client Support, Account Management, Engineering

Solutions, Manufacturing Processes, Technical Support, Customer Service, CRM, Office Based, Utilities Sector, Dewsbury, Wakefield, Leeds, Bradford, Huddersfield, Halifax, Barnsley, Pontefract, Batley, Morley, South Yorkshire, West Yorkshire

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