

Customer Service Advisor

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Company: Page Personnel

Location: North West

Category: other-general

We are seeking a dedicated and resourceful Customer Service Advisor to ensure seamless operations in our industrial/manufacturing division, based in Manchester. The successful candidate should be a problem-solver with excellent communication skills and a keen attention to detail.

Client Details

The company, located in Trafford outside of Manchester city centre, operates within the industrial and manufacturing sector and is recognised as a leading player in the industry. It is a large organisation, employing over a thousand people across various locations.

Description

Key responsibilities consist of:

Handle customer enquiries efficiently and professionally.

Ensure all customer information is accurately recorded in the system.

Regularly update information on the system including maintenance of records on customer pricing

Receive and process enquiries, and ensure follow-up.

Escalate complex issues to the appropriate department.

Process Return Inwards Notes.

General administration to include filing and post.

Work collaboratively with team members to meet quality service goals.

Contribute to the development of customer service procedures and standards.

Monitor customer satisfaction and report on feedback.

Participate in training and development opportunities.

Check and validate customer confirmation purchase orders.

Support sales team with administrative tasks as needed. Profile

A successful Customer Service Advisor should have:

Experience in general business customer service.

Prior experience in order processing volumes.

Exposure to key account management & client relationship management.

Experience in a customer service role, ideally within the industrial/manufacturing sector.

Excellent communication and interpersonal skills.

Ability to handle multiple tasks and prioritise effectively.

Strong problem-solving skills and attention to detail.

Strong ability to handle and resolve high intake volumes of customer service queries, product intake, complaints & escalations.

Proficiency in using CRM systems and Microsoft Office Suite. Job Offer

Basic salary of £23050 with flexibility

Comprehensive on-job training and development opportunities.

A supportive and inclusive company culture that values employee growth.

Annual leave allowance of 23 days basic

Pension contribution

Life assurance

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