

Customer Service Executive

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Company: Coveris - Burnley

Location: United Kingdom

Category: office-and-administrative-support

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Customer Service Executive

Full Time

Burnley BB10 2EJ, UK

With Professional Experience

4/19/24

GBP 26862,00 - 26862,00

We are looking for a Customer Service Executive to join the team!

The post holder will be responsible for managing a portfolio of customer accounts, dealing with queries, raising enquiries, sales orders and all associated ancillary requirements, providing a true “cradle to grave” service that fully supports both the customer base and wider business.

Principal Accountabilities

Develop a comprehensive understanding of all the products and production processes.

Develop a good working knowledge of ERP system.

Excellent organisational and interpersonal skills.

Excellent communication skills.

Core Responsibilities

Input Sales Orders.

Price checks & acknowledgements.

Raise jobs, and hand over to scheduling team.

Monitor goods being despatched.

Critique the Active Jobs List.

Update stock sheets and maintain ERP system accordingly.

Maintain the Order Bank.

Update stock sheets and discuss any concerns with customer.

Raise forward reservations to secure film / production capacity.

Monitor customer forecasts, identify dramatic changes in forecast and discuss with customer, feedback to the business.

Finished Goods stock management; monitor and address aged stock.

Develop and maintain strong relationships with customers, pro-actively making regular contact.

Accompany External Sales Managers on customer visits (frequency dependent on customer)

Personal Specification – Who you need to be

Good organisational and planning skills

Excellent attention to detail is critical

The ability to work under pressure and to deadlines, whilst maintaining detail and accuracy

Friendly, approachable and flexible – a strong team player

Proactive, positive, enthusiastic - demonstrates “can do” attitude, able to use own initiative to solve issues

Behave in a professional manner

Qualifications and Experience

- Knowledge of films / Print and Conversion process preferred

Experience managing B2B customers preferred

Experience in a manufacturing environment preferred

We can offer you

- 33 days annual leave per year

Enhanced sick pay

Enhanced Paternity Pay – 2 weeks full pay (after qualifying conditions have been met)

Enhanced Maternity Pay – 6 months full pay and 6 months half pay (after qualifying conditions have been met)

Life assurance (x4 annual salary)

Health Cash Plan

December close down

Access to BenefitHub (Discount marketplace)

Free onsite parking

Subsidised staff canteen

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