

Customer Support Executive

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Company: Coyle Personnel

Location: Wetherby

Category: other-general

I am recruiting for a customer support executive working for a business based on Thorpe Arch trading estate near Wetherby. This is a permanent role to start ASAP. Working 8am - 1600 Monday - Friday.

Salary: £26,000 - £29,000 depending on experience.

The role will involve:

Answering Customer Emails and Phone calls

Process customer orders

Generate customer invoices

Generate customer reports

Process returns

Attend and participate in customer meetings

Processing warranty claims /Complaints

Maintain the B2B portal (salesforce) for customer changes

Provide order updates to customers

Liaise with all departments to achieve customer OTIF delivery

Maintain a positive, empathetic, and professional attitude toward customers

Coordinate workload with warehouse dependent on the customer demand

Keeping records of customer communications

Support production with administration

Required experience/ skills:

- * Demonstrated experience in customer support,
- * Good Listening skills,
- * Excellent attention to detail,
- * Ability to multitask, prioritise and manage time effectively,
- * Experience working to and achieving targets,
- * Experience using Microsoft Office systems (excel and word essential, D365 desirable),
- * Articulate communicator with all stakeholders (written and verbal),
- * Independent working,

* Has problem solving skills,

* Takes ownership to ensure a timely resolution.

* Able to make decisions and know when to escalate.

To apply for the role please email a copy of your CV

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