



signs and solutions for
the construction industry

Job Description for Customer Service Advisor

42 hours a week £18,000 per annum

A friendly, enthusiastic, courteous, self motivated and highly organised Customer Services Co-ordinator is required by a fast paced, dynamic, sign making company based in Burton-on-Trent. This is a varied position and the post holder will be required to take a full, hand's on role.

There will be telephone and email contact with customers on a daily basis so a professional and confident telephone manner is essential. A key aspect of the role will be ensuring that customer orders are processed smoothly. There will be a requirement to manage your time effectively, ensuring that all incoming enquiries are dealt with promptly and efficiently. This position holds a high degree of responsibility, as any failings in management of orders, could mean losing new and current clients.

You will liaise with Production Control to ensure prompt delivery and high levels of service. They will support you in the order process.

The role requires strong communication skills, both written and verbal, the ability to work on multiple tasks as well as organising your workloads and adapting to changing priorities. The ability to work professionally, quickly & accurately whilst under pressure is essential.

There will be product knowledge and software systems to learn so the ideal candidate should have the ability to problem solve and take on new challenges.

Alongside the day to day operations, such as generating customer quotations, processing orders and customer service, there are clerical duties and administration associated with despatching orders to customers and dealing with customers who visit to collect orders. Part of the role will be to assist the Management Team in winning new business through sales and marketing activities including calling existing and prospective customers.

The successful applicant will be able to demonstrate excellent literacy, numeracy, written and verbal communication skills, good customer service skills and their ability to work on their own initiative and as part of a team. Microsoft Office will be used on a day to day basis.

To apply for the position please send a CV and covering email to recruitment@tsc.uk.net or submit our application form with a covering letter or email