



Customer Services Assistant – Part-Time

We have a requirement for a Customer Services Assistant to join the Supply Chain team. Reporting directly to the Head of Supply Chain, the successful candidate will be responsible for ensuring high quality, excellent customer service and administrative support within a busy office environment.

Key Responsibilities will include: -

- Deal with enquiries from customers in a professional manner
- Co-ordination of order receipt, processing and fulfilment, in line with departmental plans and in conjunction with wider Planning team
- Pro-actively communicate with our customers & internally with planners/warehouse
- Co-ordinate, collate and file order paperwork
- Reconcile delivery paperwork e.g pods & manifests. (daily, weekly & monthly)
- Liaise with planners on stock holding, highlighting potential shortages or delays with regards to customer orders
- Responsibility for collating/reporting of customer service key indicators
- Check and maintain invoices in line with Finance dept, all discrepancies to be investigated and closed out from customers and hauliers
- Ad hoc reporting, as required

Ideally, the successful candidate would possess the following: -

- Professional telephone manner
- Excellent verbal and written communication skills
- Strong organisational and time management skills
- Ability to multi-task and problem solve
- Competent in all Microsoft Office packages
- Experience using Sage would be advantageous, although training will be provided.



Part-time hours: 22.5 per week

Job Types: Part-time, Permanent