

Customer Support Executive – Stokenchurch

The Company:

Tibbetts Group is a family-owned business established over 37 years ago, with approximately 130 employees across 4 locations. The business has a global customer base with revenues exceeding £50m.

Role Overview:

To support the sales team in order for them to deliver excellent customer support to all BFC customers in all aspects and ensure that they see BFC as easy to deal with. This includes processing customer orders, responding to customer requests effectively, supporting the sales team, and to be pro-active in ensuring the business meets or exceeds the expectations of customers ensuring BFC remains their supplier of choice.

Key responsibilities include:

- Load all sales orders and schedules on to WinMan ERP system
- Manage outbound shipping dates to customers and run 'Shipments' regularly throughout the working day
- Work with the sales team and with colleagues in other departments to improve processes, efficiencies and reduce errors
- Support the sales team and manage workload throughout within the department, ensuring the team are able to effectively carry out their roles
- Follow up all quotations and input feedback into Winman ERP system
- Book on all international shipments and load details onto the group dispatch tracker
- Respond to all POD requests, providing signature and images to customers where required
- Process any RMA requests
- Ensure customers receive outstanding support where their expectations and requirements are met, ensuring BFC remain their preferred supplier of choice
- Work with the warehouse team to ensure that customer orders are dispatched in an orderly and timely manner
- Assist internal account management, supporting the team in responding to ad hoc requests
- To ensure the correct customer pricing groups are set up and ready to use for all relevant regular marketing communications (eg, annual price list, new to range, or promotions)
- Customer set up process - ensure customers are set up correctly and within a reasonable time period
- Supporting the business with specific reports and queries relating to sales
- Ensure the smooth flow and use of customer facing electronic ordering systems

Job Vacancy

Other Responsibilities:

- Produce standard daily sales reports
- Maintain confidentiality regarding personnel information and customer financial data by keeping sensitive documents private and secure (complying with GDPR regulations)
- Customer data integrity ongoing review process
- Customer aged debt review process
- Open daily post and scan to the appropriate system

Skills & Experience:

- Previous administrative experience within a sales environment
- Previous experience within an OEM (Original Equipment Manufacturer) environment advantageous
- Excellent verbal and written communication skills, with strong attention to detail
- Confident communicator when dealing with customers
- Ability to work independently, as well as in a team and demonstrate initiative
- Ability to use Microsoft Office packages to an intermediate level

The Benefits:

- Annual bonus scheme
- Long service incentives
- Stakeholder Pension scheme
- Life insurance
- Cycle Scheme
- Health shield cash plan scheme
- 23 days annual leave rising to 25 days on 5 years' service + bank holidays
- Holiday buying scheme
- Excellent modern new facilities

Additional Job details:

- Application deadline – Friday 26th November 2021
- Hours – 40 hrs per week Monday to Friday
- Location – Stokenchurch, with the requirement to travel to other sites on occasion

If you would like to apply, please send your CV along with a cover letter to:

hr@tibbettsgroup.com

www.tibbettsgroup.com/careers