



PART TIME CUSTOMER SERVICES ADMINISTRATOR x 2

We are looking for highly motivated individuals to join our Customer Services Department.

KEY ACCOUNTABLE AREAS:

- Communicate and liaise verbally and in writing between customers/suppliers/enquirers and relevant staff, and interpret and respond clearly and effectively to spoken requests over the phone or in person, and to verbal or written instructions
- Sales invoicing
- Coordinate export shipments, expediting when necessary
- Production of relevant export documentation
- Responding to customer's queries
- Preparation of quotations
- Keeping accurate records of discussions or correspondence with customers
- Correspond daily with customers and sales force via fax, phone and e-mail
- Research shipping discrepancies, credit and debit claims
- Act as cover for Reception duties as and when required
- Ensure health and safety standards are adhered to

THIS EXCITING POSITION REQUIRES A PERSON WHO IS:

- Methodical and meticulous in approach
- An effective communicator and a good team player
- Conscientious and has a self-disciplined approach
- Motivated and flexible in their approach
- Ability to self-manage as well as working as part of a team
- Excellent time management and multi tasking skills
- Capable of producing high quality written material by hand
- Computer literate

REQUIRED QUALIFICATIONS:

- NVQ levels 2 and 3 in Customer Services or equivalent qualifications/working towards
- Previous experience of working in a customer services team, customer facing or similar role

HOURS OF EMPLOYMENT

- Available Hours ([Please state your preference when applying](#))
 - Mornings: 09.00 to 13.00 Monday to Thursday which includes breaks (16 hours)
 - Afternoons: 13.00 to 17.00 Monday to Thursday which includes breaks (16 hours)
- Due to the nature of the work, you may be expected to be flexible with regards to working hours and breaks to enable the best efficiency and utilisation during the daily period
- Duties and hours may vary dependent upon workload

Please forward your CV and salary expectations to Tandy Kehoe, HR Business via E-mail: kehoe@orthoplastics.com.

We will be reviewing all applications on an ongoing basis and candidates may be asked to attend a remote interview (via Teams) during this time.

Agency CV's Are Not Being Accepted For This Position