

Customer Account Coordinator



Ormskirk, West Lancashire



25,000 per annum rising to £27,000 per annum upon successful completion of probationary period



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WHO ARE WE?

The NSG Group is a global leader in glass manufacturing in three business areas: Architectural, Automotive and Technical Glass.

Our mission is to be the global leader in innovative high-performance glass and glazing solutions, working safely and ethically.

THE ROLE

A vacancy has arisen for a Customer Account Coordinator within the Customer Services Team based at our European Technical Centre, Lathom, nr Ormskirk. The role will report direct to the Customer Services Manager.

The main purpose of the role is to act as the main point of contact between customers and Architectural UK & Ireland for the order fulfilment process, including proactively processing and communicating customer demands to the order fulfilment chain in a cost-effective timely manner and ensuring all issues are brought to a speedy resolution.



WHAT ARE WE LOOKING FOR?

You and your Skills

- Possess excellent communication and interpersonal skills
- Demonstrate the ability to communicate at all levels with both internal and external customers to maintain and build vital relationships
- Ability to work well under pressure in a fast-paced environment
- A self-starter and able to work on their own initiative as well as part of a team.
- Able to organise and prioritise workload to meet demanding deadlines
- Ability to identify and action issues in a timely manner
- Experience of using SAP is essential

Benefits

- 37.5 hour per week, Monday-Friday 8.30 am – 5.00 pm
- Flexibility with working hours/hybrid working
- 25 days holiday plus declared public holidays
- Staff Bonus scheme – up to 10% of basic salary, not guaranteed
- Pension Scheme (DC)
- On site free car parking
- Staff restaurant

A full UK driving licence and car ownership would be an advantage due to limited public transport to the site.

If you believe you have the skills and abilities we need, and are up to the challenge, we very much want to hear from you!

Please send your CV and covering letter to RecruitmentVacanciesUK@pl.nsg.com and quote reference **PUKL-P23-01**.