

CUSTOMER SERVICES REPRESENTATIVE TEMPORARY PLACEMENT ARCHITECTURAL

 St Helens, Merseyside

www.NSG.com

£ up to 24,000 Per Annum + Benefits

www.Pilkington.com/Careers



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.

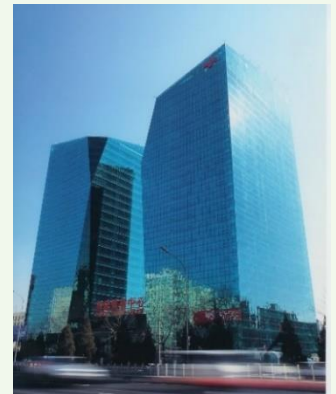
THE ROLE

We are looking to appoint a suitably experienced Customer Services Representative on a temporary fixed term basis of six months.

You will be 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.

Key responsibilities include:

- Monitoring customer ordering patterns and minimise deviations from forecast expectations, within constraints of customer account status.
- Capture customer enquiries and relate to Sales and Market Planning to identify sales and marketing opportunities.
- Meeting the monthly customer contact plan agreed with Sales.
- Achieving lead time targets for order processing to release to distribution and for enquiry handling.
- First time accuracy of transactional processing including sales orders and claims.
- Handling queries, enquiries, complaints and claims and resolving them within agreed timescales.
- Ensuring customer logistics data (delivery requirements etc) is maintained accurately for a group of customers.
- Ensuring that deliveries are made in line with agreed dates and co-ordinating communications with customers and internal and external departments following any changes to these dates
- Ensuring that deliveries are scheduled and communicated in line with despatch and transportation capabilities.
- Raising of appropriate documentation to cover orders and claims.
- Periodically report the status of supply for a defined group of customers and recommend actions as appropriate.



WHAT ARE WE LOOKING FOR?

You

- Strong interpersonal and communication skills across all levels with both internal and external customers.
- Ability to build and maintain vital customer relationships.
- Organise and prioritise workloads to meet deadlines with the ability to identify issues requiring timely resolution
- Experience of using SAP or other similar business system would be an advantage but is not essential as training will be provided.

Benefits

- 25 days holiday
- Staff Bonus Scheme – pays up to 10% of basic salary. Based on business targets. Not guaranteed.
- Employee discount schemes
- Flexi-time
- Free On-Site Car Parking

If you believe you have the skills and abilities we need, we very much want to hear from you! Please send your CV and covering letter to RecruitmentVacanciesUK@pl.nsg.com and quote reference PUKL-T20-03.

Closing date 7th August 2020.