

JOB DESCRIPTION

JOB TITLE: CUSTOMER SUPPORT CO-ORDINATOR

NAME OF JOB HOLDER:

REPORTING TO: CSU CONTROLLER

PRIMARY RESPONSIBILITIES: To work as part of the Customer Support Unit team to ensure that the department provides a friendly and efficient service to our customers, Field Sales and other departments, resulting in the Company's primary objective of increasing business and service levels.

The position has a multi task status within the department.

SUMMARY OF DUTIES AND RESPONSIBILITIES:

1. Service the Trade Counter as required.
2. Be responsible for incoming telephone / postal / faxed & emailed orders on a daily basis.
Transfer all customers emailed & faxed orders into EFACS Documents Files.
3. Provide technical information and demonstrate (where necessary) goods and equipment.
4. Advise customers when their order requirements cannot be fulfilled and amend the order accordingly after offering an alternative.
5. Raise Goods Return Notes (GRN's) when necessary.
6. Action customer discrepancies by completion of Service Information Documents (SIDs)
7. Liaise with the warehouse regarding deliveries.
8. Amend delivery notes when necessary.
9. Raise official customer complaints (CCF's) where necessary
10. Promote special offers when applicable
11. Log customer calls on the Activity section in EFACS if applicable.
12. Raise Business Information Forms (BIF's) for any prices quoted.
13. Raise & Monitor Customer Standing Orders weekly
14. Monitor & Release Regent Orders daily

- 15. Reconcile the Trade Counter till float as required.
- 16. Prepare Field Sales, Telesales & Customer samples, for despatch.
- 17. Cleanse and update customer data on EFACS on a monthly basis
- 18. Raise Special Product Requests (SPR's) as necessary
- 19. Raise and action outstanding & forward orders daily from the order items report.
- 20. Keep sample cupboard & mezzanine updated with latest stock.
- 21. Adaptation to procedural changes within the CSU structure as required.

File and Archive relevant customer information on a Monthly basis.

- 22. Any other reasonable duties requested by the CSU Controller, Managing Director or Chairman (Sales and Marketing)
- 23. Cover for any absent member of staff where necessary.

Signed for and on behalf of Merton Group UK Limited.

Signed by employee – confirming that employee is in agreement with details as laid out in this job description and will carry out duties and responsibilities at all times.

Name: _____

Name: _____

Date: _____

Date: _____