



## Job Specification

**Title: Customer Support Co-ordinator / Specialist**

**Reporting To: Customer Relations / Logistics Manager**

### Role Description:

Primarily responsible for looking after key accounts, which consists of;

- Develop a working relationship with the customer, acting as a key contact.
- Action Sales orders being inputted/processed onto the computer system.
- Communication regarding queries, stock shortages, deliveries, in both verbal & written format.
- Generating quotations & pro forma, as well as processing necessary card payments.
- Work closely with the External Business Development Managers to deliver the most up to date information to the customer.
- Liaising with Suppliers to ensure that goods are delivered in a timely manner.
- Working with third party processors to ensure goods are supplied and delivered according to our instructions.
- Delivering excellent levels of customer service and support.

To work alongside other team members assisting and contributing in all aspects of the daily processes to ensure deadlines are met.

Any other duties as specified by the Manager.