|  |
| --- |
| **Customer Support Administrator**  |
| **Closing Date**  |  |
| **Job Summary**  |
| **Grade**  | Grade 5 £18,062 to Grade 7 £20,327 this can vary dependent on the experience of the candidate  | Permanent Position – 37 hours a week.Monday – Thursday 7.30 am – 4pm Friday 7.30am -12.30pm **Overtime / extra hours and shift working maybe be required.** |
| **Main duties**  | * Responding to telephone queries on: prices, delivery, progress etc
* Processing orders, amendments and schedules
* Producing and issuing Standard quotations
* Issuing order confirmations
* Creating and issuing open order books (Microsoft Excel)
* Attending customer meetings
* Filing
* Raising and issuing credit notes
* Raising invoices
* Processing customer returns
* Allocation of goods for shipping
* Tracking customer shipments
* Using customer portals to access schedule/delivery information

Main tool is contract review – attention to detail is required* Perform contract review against incoming orders / amendments and resolve any queries/problems that may arise,
* Such as:
	+ Part Numbers
	+ Price / Qty breaks
	+ Releases
	+ Export Requirements (Military/Civil applications)
	+ Delivery terms
	+ Special comments
	+ When satisfied the order may be entered on to MAPICS with an agreed acknowledged delivery.
 |
| **Experience, Skills and Qualifications**  |
| Desirable  | * Prior knowledge of working with Microsoft Excel
 |
| Essential  | * Applicants should have good communication skills and telephone manner, and be computer literate.
 |
| **Probationary period**  | All employees in new jobs are required to undergo a six-month probationary period, during which suitability for the position is assessed. |
| **Health and Safety**  | All employees are responsible for reading, understanding and carrying out the requirements of the company’s Health and Safety policy and for informing a relevant person if they become aware of any non-compliance with the policy or of any identified training need. |
| **Continual Development**  | The company requires individuals to identify and analyse their own training and development needs and to actively participate in the design of a development plan to meet these needs and the needs of the company. This should be achieved through the appraisal process. Employees should recognise and take advantage of development opportunities and should periodically review their own progress towards meeting previously agreed goals. |