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| c  **Job Description / Specification** | |
| **Job Title:** | **Commercial Support Coordinator** |
| **Reporting To** | |
| **Job Title:** | **Commercial Support Team Leader** |
| **Location** | |
| **Department:** | **Commercial Support** |
| **Organisation Structure** | |
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| **Purpose of the Position** | |
| To provide the primary internal business interface for customers and the external sales force. Providing a full range of support services including pricing information, lead time enquiries and pro-active management of orders. To answer and respond in inbound calls and emails in a professional and timely manner. | |

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| **Key Responsibilities** | |
| 1. | Take incoming calls and emails for all enquiries, ranging from pricing queries to delivery information. |
| 2. | Proactively inform customer of delivery dates and any changes or delays to delivery days. |
| 3. | Manage and process sales orders from a specific area and work closely with those sales area managers to provide best in class service. |
| 4. | Offer consistent levels of support across the wider business. |
| 5. | Offer annual leave cover and support to other roles within the department. |
| 6. | Continuous management of order book to find potential issues and rectify before they cause further challenges. |
| 7. | Liaise with other internal and external departments to ensure complete business visibility of customer journey. |

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| **Specific Skill Requirements** | | |
|  | **Essential** | **Desirable** |
| **Education / Technical Skills** | * Experience of working within a customer service environment. * Experience of working with an administration and order processing role. * IT literate – particularly within Microsoft Office. * GCSE Maths & English or equivalent | * Experience of working within a manufacturing industry. * SAP experience |
| **Behaviour** | * Demonstrates exceptional customer service skills * Effective communication skills in both verbal and written format. * Demonstrate high levels of resilience with the ability to meet deadlines when under pressure. * Demonstrates ability to work well within a team and apply own initiative to ensure a task is completed. * Show flexibility in order to meet the demands of business needs as they arise sometimes at short notice. * Is organised to ensure day to day tasks are completed within a timely, accurate and professional manner. * Demonstrates a passion for continuous self and business improvement. | * Willingness to up-skill and enhance knowledge through any training requirements. |

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| **Document Management** | | |
| **Written By:** | **Lucy Dawber** | **Date: 15/01/2022** |