

## Job Specification

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### Title

**Customer Services Assistant**

### Description

Motivated, cheerful and flexible person to work as a strong team member in our very busy order fulfillment department

### Key Objectives

- Assist with the management of customer order fulfillment whilst providing excellent customer service
- Provide customers with up-to-date lead times, information about their orders and prices, with high levels of accuracy and efficiency
- Work as a team member to ensure the company meets its sales targets and goals

### Main Responsibilities

- Response to customer enquiries by phone, fax and email
- Adding customer purchase orders to our computer system whilst providing customers with the latest lead times and pricing
- Assist the shipping department to meet its daily shipping schedule and provide appropriate and correct shipping documentation
- Assist with the booking in of goods received from suppliers
- Assist with the dispatch of customers' orders when necessary
- Help and liaise with other departments i.e. marketing and credit control where appropriate and necessary
- Office filing and tidiness
- Assist with general tidiness of the building and offices in line with the correct working practices

### Key Requirements

- Good telephone manner
- Experience in an office environment would be desirable
- Computer literate (training will be given on our systems)
- Good numeracy skills
- Effective written and oral communication skills
- Flexible attitude and attention to detail with a strong emphasis on team work
- Willingness to learn and contribute to company growth with fresh ideas

Applications including CVs to:

John Heap

Order Fulfillment Manager

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