

ROLE SPECIFICATION

Position:	Customer Service Co-Ordinator ("CSC")
Department:	Customer Service
Location:	BMB Industrial Cabs Limited, Birkenhead, Wirral, UK
Terms:	Full-time, Permanent
Responsible To:	Commercial Manager at BMB Industrial Cabs Limited
Salary:	£NMW Plus depending on Experience/Qualifications

ROLE OVERVIEW

This is a Customer Service Co-Ordinator role for a B2B manufacturing company. The CSC serves as the professional representative of the company therefore the consistent provision of an exceptional service and approach is crucial. The role is responsible for:

1. Delivering an excellent service to all customers by answering telephone calls, providing customer information, handling queries, and managing customer orders by interacting with the rest of the organisation. The CSC will get involved from the point of order entry to the point of dispatch and final delivery and invoice to the customer.

Principle Responsibilities

➤ **Customer Service**

- Manage customer orders in a timely manner by ensuring customers receive relevant order acknowledgments and order confirmations and the order is scheduled into production in time to meet the agreed delivery date.
- Effectively handling and being accountable for all types of order entry.
- Seek order progress information from other departments through positive communication and collaboration.
- Daily management of late orders in a manner that customers are advised of any delays before the due date.
- Provide a friendly, responsive and professional service to all customers, presenting a positive impression of the business and products.
- Respond to customer enquiries through providing information about the company's full range of products and services.
- Ensure that every customer sales enquiry is dealt with in a timely manner.
- Open customer accounts by accurately recording all relevant information.
- Ensure that incoming telephone calls are answered in a professional and timely manner and transferred, where appropriate, to the relevant department.
- Ensuring an efficient and organised system and workspace.
- Taking occasional responsibility for the induction and development of new members of staff.
- Meeting the training and development requirements of the job role.
- Support the customer service manager with customer quotations as and when required.
- Flexibility to support other areas of the business as and when needed.

➤ **Technical Service Engineer Communications**

- Ensuring that the fitters are aware of their schedule and that cab parts have been dispatched.
- Deploying 'jobs' to fitters to ensure they are aware of their schedule.
- Communicating with Technical Service Engineers with their fittings.
- Assisting with Hotel Reservations for Technical Service Engineers as and when required.

Minimum Requirements

- Proven customer service experience in a manufacturing environment or graduate in business studies or related subject looking to develop experience in the commercial department of manufacturing business.
- Building excellent customer relationships, handling queries, effective complaint handling and order entry.
- Managing multiple priorities and coping when under pressure.
- Accurate and effective use of a Customer Relationship Management System.
- Excellent teamwork and cooperation skills.
- The ability to effectively promote, market and 'sell' the products and services.
- Effectively making a difference to the customer, delivering high levels of service with minimal supervision.
- The ability to work as part of a team and under pressure in busy times.
- Good literacy, numeracy and verbal communication skills
- IT literate to a high standard
- A positive individual with a 'can do', results driven approach and attitude.
- Keen to develop and learn new skills
- An effective and confident communicator who listens and can express themselves clearly.
- Committed, reliable, responsible, and honest with high integrity.
- Welcomes change, is flexible and can adapt and deal with various demands.

Ideal Requirements

- Experience in a production scheduling environment
- Experience in the use of Sage ERP systems
- A second European language other than English is welcome

Qualifications

- Strong GCSE results with 'C' or above in Math and English.
- Strong 'A' Level results.
- Graduate in Business or similar degree is preferable.

General Information

- In addition to the duties and responsibilities listed, other duties may be assigned by the Line Manager.
- This document is a guide to the role. It may be changed from time to time to meet changing circumstances. It does not form part of any Contract of Employment.

Core Competencies of the Role

Achieving Success				
Concern for Standards	Data Management	Innovative	Efficiency Orientation	Results Orientation
3	2	3	3	3

Analysis & Judgement				
Analytical Thinking	Conceptual Thinking	Critical Information Seeking	Decision Making	Risk Management
2	2	2	2	1

Managing Others			
Developing Others	Performance Management	Training Others	Compliance
1	1	1	3

Organisational Awareness				
Business Knowledge	Commercial Awareness	Strategic Thinking	Financial Awareness	Process Knowledge
1	2	1	1	3

Self-Management							
Adaptability and Flexibility	Continued Professional Development	Initiative	Methodical and Thorough	Planning and Organisation	Positive Self Image	Self-Control	Tenacity
3	2	3	3	1	3	3	3

Working with Others				
Collaborative Working	Effective Communication	Influencing Others	Interpersonal Awareness	Teamwork
2	3	1	2	3

Key

- 1 Aware of quality standards related to position.
 Ensures own work meets quality standards.
 Ensures accuracy and consistency in all work completed.
 Adheres to processes and procedures to ensure standards are maintained.

- 2 Aware of quality standards beyond own position.
 Ensures contribution from others to own work meets quality standards.
 Sets high personal standards.
 Understands desired end results and questions activities which may compromise standards.

- 3 Mindset focused on excellence/best practice.
 Defines new or improves existing quality standards.
 Identifies consequences of not achieving standards.
 Takes action to avoid standards being compromised.

Interfaces

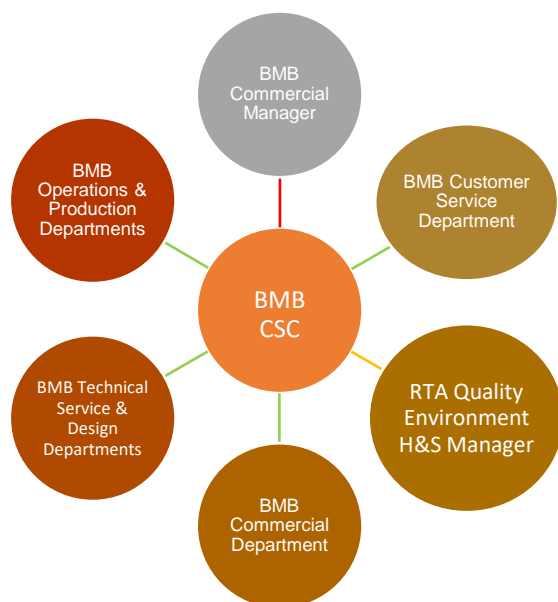
Management Interfaces

- The CSC will be managed by the Commercial Manager at BMB. A daily Line Manager interface regarding Customer Service & Technical Issues which may arise. A daily Line Management interface with the Commercial Manager on an informal basis concerning targets, issues and quality requirements. This communication happens informally, face to face and using email.
- The CSC will also have a regular and frequent communication with the Commercial Manager/ Design Departments.
- The CSC will liaise with RTA Quality Environment H&S Manager, Design Department and The Technical Service & Operations Departments and employees regarding daily communication on an informal basis to ensure the suitability of new designs for manufacturing purposes.

Service Provider Interfaces

- THC Commercial Department: This departmental interface involves occasional communication on an informal basis concerning targets, standards and issues which require daily involvement.
- THC Design & Technical Service Departments: This is an informal and infrequent interface relating to specific designs & Technical Service prioritisation and quality.
- RTA Quality Environment H&S Manager: This is an informal and infrequent interface concerning specific quality standards being maintained in a timely manner.

Interface Summary



Key to Relationships

Line Manager

Staff Manager

Service Provider

People Management

The Customer Service Co-Ordinator (CSC) is managed through annual appraisals with objectives and Key Performance Indicators.

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Fair and Equal Recruitment

All recruitment is carried out in line with our Equal Opportunities Policy. The company is opposed to all forms of direct and indirect discrimination and will select for employment, training and promotion on the basis of suitability for the job and/ or merit. Only applicants who are legally entitled to work in the UK and are currently resident in the UK are invited to apply. If you have not received a reply within three weeks, please assume that your application will not be taken any further. Thank you for the interest in our company.

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