



## Customer Support

**Role Description:**

In this role you will ensure the smooth delivery of goods to customers.

You will take ownership of arranging deliveries, taking payments and producing installation documentation, whilst also being a first point of call for customer queries regarding their delivery pre and post shipment.

You will support inventory accuracy through fulfilling items that have been shipped, and receipting goods that have been received.

As a fulfilment support expert, you will support the overall on time in full commitment of the team by ordering stock in line with the purchasing process and follow up with suppliers on any late or partially received shipments.

**Responsible to: Customer Support Supervisor**

**Key Results Areas:**

Arrange deliveries and take payments  
 Ensure stock availability by accurate and timely stock ordering  
 Drive customer satisfaction through timely answering of delivery & distribution queries  
 Co-ordinate shipments with 3PL  
 Support OTIF shipments by producing installation manuals  
**KPIs - Order fill rate % Economy Shipments% Stock Outs%**

Key Responsibilities	Activities
<p><b>Main Administrative Duties</b></p>	<ul style="list-style-type: none"> <li>• External and internal telephone calls, communicating closely with carriers and customers, utilising excellent customer service skills</li> <li>• Actively improve customer satisfaction by answering incoming calls within 3 rings</li> <li>• Arranging delivery with customers</li> <li>• Netsuite sales order fulfilments</li> <li>• Printing and organising/prioritising work for the Distribution team</li> <li>• Printing &amp; collating customer handover packs</li> <li>• Checking and entering stock receipts + passing to Finance</li> <li>• Checking carrier invoices</li> <li>• Ordering and arranging direct to site deliveries</li> <li>• Ensuring attention to detail and quality in all work, identifying discrepancies and improvements</li> <li>• Managing and administering returns</li> <li>• Resolving stock queries</li> <li>• Counter trade sales</li> <li>• Stocktake support</li> <li>• Investigate and process carrier claims</li> <li>• Continuous improvement of customer care and satisfaction</li> <li>• Supporting admin teams in other departments, when required</li> </ul>

**Our Values:**

**Integrity** – Doing the right thing to make a difference.  
Focus on honesty and quality

**Diligence** – Taking care of every details to do things the right way.  
Focus on detail, accuracy and consistent effort

**Empowerment** – The freedom to challenge, innovate and improve.  
Focus on continuous improvement with enthusiasm

**Nurture** – caring for our customers and colleagues.  
Focus on relationships with genuine care

**Other Duties:**

*The list of job duties within this description is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post.*

- To participate in the company’s appraisal process
- To undertake relevant development and training.
- To be responsible for the health and safety of self and others.

*Job descriptions will be reviewed regularly to ensure they are an accurate representation of the post.*

**Key Skills & Knowledge:**

- Self-motivated & committed
- Strong customer service focus
- Diligence in maintaining and creating accurate company records
- Excellent IT literacy
- Familiarity with CRM systems
- Good numerical skills
- Able to work to tight deadlines and prioritise workloads
- Able to work in a calm and methodical manner
- Able to work on your own initiative without supervision
- Flexible and adaptable to the needs of the business