Customer Service Advisor

**Job Description / Responsibilities**

1. **Purpose of Job**

Assist customers in a professional and courteous manner with their everyday commercial and technical queries. Operate an integrated systems package to enter product orders and distribution instructions.

1. **Business Structure**

Teknos (UK) Limited, part of the Teknos Group, is responsible for Group sales in The UK and Ireland.

The business is concerned with the sale and distribution of specialist coatings, typically applied to joinery, metal and plastics, and operates from 3 sites in Swerford, Livingston and Magherafelt. Site activities include the handling, processing, tinting, storage and shipment of coatings, of which the majority are water based.

The main administration centre for the UK and Irish business is in Swerford, with a team of 12 people responsible for warehouse, logistics and sales administration functions.

1. **Reporting Structure**

The job reports to Emma Moore, Finance Manager, and its relation to other departmental functions is shown in the attached chart.

1. **Key Objectives**
	1. Provide customers with effective support for sales ordering, commercial and technical queries.
	2. Maintain the flow of sales orders within the computer system, to enable management to make effective operating decisions.
	3. Input sales order information into despatch system and liaise with despatch companies.
	4. Work closely with other departments, keeping them up to date with any information that will contribute to the smooth running of the business.
	5. Provide administration support to the Finance Manager and help maintain the statutory records of the company.
	6. Gain a sound knowledge of the products we sell, to provide professional advice to our Customers.
	7. Such other duties and tasks as are allocated to you at the discretion of the Company.
2. **Required Qualifications / Skills**
	1. A polite manner and good telephone selling and support skills when dealing with Customers.
	2. A broad knowledge of computer based sales order processing, along with good keyboard skills.
	3. Good communication and people skills at all levels in Teknos and in Customer organisations.
	4. A willingness to learn and develop further office based skills in the future.