Customer Services Department - Assistant

Knowledge of fabric and wallpaper would be an advantage

Dealing with complaints and technical enquiries

Keeping database diary up to date

Arranging collection and replacement of faulty goods

Organising site visits as and when required

Liaising with area managers regarding complaints

Dealing with customers by telephone

Organising credits and costs

Placing orders

Logging applications (to open accounts)

Opening and closing accounts

Filing/Scanning

Customer enquiries

Support for Manager and Area Managers

Amendments to customer details

Any other ad hoc duties

Main skills needed:

Very organised and excellent attention to detail and accuracy

Excellent Customer Service & Administration Skills

Flexibility and quick reaction time

Willing to learn and develop within the company

Team player

Experience working with SAP would be ideal

Monday to Friday 9.30-5.30

Permanent – 35 hours per week

Pay: £23,000

Please send CV’s to bourkepat@osborneandlittle.com