Bremsen Technik (UK) Ltd
Quality Automotive Products

Job Title	Customer Support Coordinator
Reporting to	Group Customer Services Manager
Direct Reports	N/A
Scope of the role	Acting as the face of Bremsen Technik, the Customer Support Officer is responsible for receiving and processing Customer orders throughout the operations supply chain, while providing best in class customer service.

Purpose

To ensure the efficient and on time sale of goods to Customers from order receipt through to delivery and invoice.

Key Accountabilities

- Provide exceptional levels of customer service in order to retain existing customers and encourage repeat businesses.
- Respond to customer calls and enquiries efficiently, resolving queries to a high standard.
- Receipt of Customer orders via email, telephone, and EDI.
- Processing sales orders in company ERP system and working with the Purchasing Team where required to place orders with suppliers.
- Managing Customer expectations when it comes to receipt of goods.
- Inputting and updating order management data in the company and customer electronic systems.
- Requesting Customer forecasts and working with the Purchasing Team to support efficient inventory management.
- Maintain company ERP system with up-to-date Customer information and documentation.
- Conduct effective daily communication with colleagues to update on customer order performance.
- Working closely with Shipping and Customs Coordinator to ensure customer expectations are met and exceeded.

Qualifications

Desirable

- A Customer Services qualification

Technical Skills/Experience

- Previous experience in a fast-paced customer services environment ideally within the automotive industry
- Proven experience in managing customer order processes, including order checking, order raising, order confirmation and retention of associated records.
- Ability to adapt to the various demands of customers and support each customer with their required documents and communication requirements.

- Reports on business performance using facts and figures that demonstrate trends and performance.
- Experienced in Enterprise Resource Planning systems.
- Advanced user of of Microsoft Office software such as Excel and Word.
- Demonstrable aptitude with web-based applications such as EDI platforms, Order Tracking software etc.

Key Competencies

- Ability to work in fast paced environments, working as part of a team to support every individual achieve their goals and targets.
- Takes initiative and accountability for own actions, to proactively deliver what is required.
- Demonstrates flexibility and adaptability to change.
- Identifies and commits to personal development goals.
- Ability to identify continuous improvement opportunities and work with colleagues to design and implement service enhancing solutions.
- Clearly assess problems and analyse the options to find solutions.
- Proven ability to consistently deliver under pressure and meet deadlines.
- Excellent communication skills with the confidence to interact with internal and external stakeholders across the business.
- Demonstrates critical thinking and ability to analyse and challenge information.
- Demonstrates organisation and prioritisation skills in managing volume and variety of work.