

Job Title:	Customer Service and Supply Chain Assistant
Reports to:	General Manager
Supervises:	Non-supervisory role
Group/Department:	Sales, Service, Accounts and Logistics Dep:
Location:	Aylesbury, Buckinghamshire, UK
Further information:	www.resound.co.uk

Company Background

Resound Ltd based in Aylesbury in Buckinghamshire, is a specialist in Radio Communication Systems and is seeking to recruit a **Customer Service and Supply Chain Assistant** to join a successful team.

The company designs, supplies, installs and maintains communication systems for a wide range of professional organisations predominantly within the UK. These are now known as Critical Wireless systems and are often used for Security, Fire Protection and Health and Safety purposes. These systems are designed to be independent of Public Access Cellular and resilient to many typical threats to modern society, business and industry. The role involves the both customer facing, purchasing and logistics and can include the careful handling of Electronics products predominantly manufactured by Motorola, the market leader in this field.

Mandate

Under the direction of the General Manager, the Customer Service and Supply Chain Assistant is accountable to facilitate the receiving, storing, and allocation of supplies, stock and materials, effectively managing the timely flow of order processing and all incoming Customer Enquiries, Service, Hire and Maintenance work.

Knowledge, Skills and Attributes

Essential: Good IT skills, experience of Word, Excel and Service Management Software programmes

Preferred: Administrative knowledge including experience of stores and stock handling.

Acceptable: Previous experience working in a stock and service environment with good numeracy skills

- Attention to detail whilst following established business processes
- Good telephone manner
- Ability to work in a small team with a willingness to contribute, when needed, to ensure customer satisfaction
- Ability to work under pressure and to meet deadlines
- Ability to demonstrate initiative

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Tasks and Duties:

- Use of company software programme and creation of 'Tickets' for all sales, hire, service and stores activities and customer requirements
- To update and maintain the customer and supplier database, as necessary
- Administration, allocation and control of all stock and the stores
- Raise certain purchase orders, process orders and returns to manufacturers
- Complete documentation such as picking lists, work orders and shipping orders using computer system
- Book in all stock deliveries and in-coming Service work and complete daily shipping and receiving logs
- Rectify problems such as damages, shortages and non-conformance to specifications
- Create documents for courier delivery and arrange for pickups or third party collection
- Check off-hired equipment against contract details and check for shortages or damage
- Document and escalate any customer service issues and/or shipping and receiving errors
- Develop constructive and cooperative working relationships in your team, as well as cross-functionally
- To receive calls from customers and suppliers, maintaining a high level of customer service
- To review and update all outstanding 'Tickets' on a regular basis.
- Expedite customer orders and monitor shipments
- Ensure that all stock is processed and stored with the required stock documentation as per company policy
- Ensure that all equipment for Hire is stored and maintained as per company policy.
- Recommend changes to ensure continuous improvement in line with company accreditations
- To be familiar with and fully compliant with Security requirements at all times.
- To process all sales 'Web' orders
- To identify opportunities to up-sell equipment

Continued:

- To provide 'after-sales' support including customer satisfaction contacts and surveys for marketing
- To assist with Direct Mail activities, where appropriate
- To monitor the 'Chat' function on the Resound website, when necessary

Detailed Description of Tasks and Duties

Key Accountabilities

A. Sales and Service Administration

To enter Sales and Service requirements into ConnectWise, our Management Software Programme and raise Tickets.

Ensure that all customer's orders and enquiries can be progressed through the workshop as quickly as possible.

All incoming Service Tickets with a ConnectWise reference number are placed in a marked bin.

To administer Stock Control records in the Stores.

To allocate stock to Sales orders and monitor Stock levels to instigate re-stocking

Return equipment to stock bins and maintain a tidy, safe-controlled stores and dispatch areas.

To maintain and edit contact information in Connectwise when new information is received and ensure that an appropriately rapid response is made, with the involvement of other staff, where necessary.

B. Co-ordinate the efficient movement of materials and manage the timely flow of customer orders

Facilitate the movement of products to and from the stores.

Carry out the receipt of product, focusing on accuracy, efficiency and time management.

Arrange the collection of parcels using courier programmes and company software programmes.

C. Provide and maintain good customer service and solve issues as they occur

Communicate with customers and suppliers on a daily basis, as required.

To address problems with order flow or shipping delays and quality-control issues, such as damaged or improperly packed goods, stores capacity and client deadlines.

This includes face-to-face, phone or email interactions with customers and suppliers.

D. Hire Contract Duties

To carry out the organization of Hire equipment allocation, service, exchange and off-hire. This will involve liaison with our Accounts team, Engineers and Customers to ensure all new hire contracts are raised and existing hire contracts are maintained.

Required Skills

1. Use of Tools/Technology

Computers and Associated Software
Barcode Scanner equipment
Equipment trolleys

Communication devices
Order picking

The Administrator needs good computer skills to facilitate the movement of products to and from the stores.

2. Physical requirements

Carrying: weight limit 15kgs
Use of small set of folding steps, trolleys and sack-barrows

Lifting: weight limit 15kgs

Note: Our products are mainly small items of high value and manual assistance is always available for heavy or bulky items

Working within an office setting, and physical requirements associated with use of computers applies.

3. Mental and Attitudinal Requirements

Concentration
Reasoning
Well organized
Use of memory
Planning and prioritizing
Customer service orientated

Analysing data
Continuous improvement
Working with deadlines
Attention to detail
Positive attitude

Workflow is determined by the volume of orders to be fulfilled and will vary from time to time. The position requires good mental abilities and attitudes in order to meet deadlines and maintain customer service standards. A flexible approach to working hours is essential. The administrator should project a smart and professional appearance to other staff and customers.

4. Physical Environmental Characteristics of the work area

Working with others
Stores racking

Working alone
Steps

This administrator position works in a modern office setting adjacent to the Workshop, Stores and Accounts. While work is often performed independently, teamwork is essential for the safety and efficiency of the operation. Local delivery to customers may be required from time to time.

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5. Health and Safety Requirements

Safety shoes

Safe movement and storage of small batteries

Safety procedures for small battery charging

Compliance with health and safety standards is required, and maintaining a safe and orderly workplace, reporting any unsafe conditions, accidents or injuries to management. Understanding of safety regulations is required. Training will be given and a high level of signage is provided. Resound has an exceptionally good safety record.

6. Essential Skill Requirements

Good IT skills - Word, Excel and Logistics Management Software programmes

Document use – Sales order, Purchase orders and dispatch documentation

Numeracy – Numerical measurement

Writing – Incoming phone messages, emails and report writing

English – spoken and written

Clean UK Driving Licence

7. Essential Security and Fire Prevention Requirements

Individual to have Authorised card access to Stores Area

Maintain restricted access to Stores area.

Access ID Card to be worn at all times in working hours.

Diligent document use – protect company and customer data

Monitor IT and Telephone system

Notice to Third Parties and Agencies

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