

## INTERNAL VACANCY

**Job title :** Customer Services & Sales Support Manager

**Location:** Camberley

**Closing date :** 8<sup>th</sup> August 2018

### Job Summary

To lead a team of administrators working in a manufacturing healthcare organisation focusing on the management of all customer services activities. Primarily this includes all customer facing activities such as order processing, dealing with enquires and customer feedback, as well as internal facing responsibilities such as managing stock, forecasting and debt collection. In addition, the Manager and the team are responsible for supporting the activities of the Sales and Marketing team. This covers responding to requests for literature, quotes, organising samples and coordinating shipping of items needed for exhibitions & Conferences and general support. The job holder is also responsible for Office Management. This is defined as ensure that the office runs smoothly, effectively and efficiently. This covers Stationary, catering management and cleaning. It does not include Facilities Management.

### Main duties and responsibilities

- To manage all UK and international customer orders and process them in line with Company policies and procedures.
- To ensure that specific customer requirements are met (contractual obligations, pricing agreements, transportation and delivery arrangements, export customs and regulatory requirements etc.)
- To ensure all enquiries and communications are dealt with in a positive and efficient manner and that all technical and customer complaints are documented and actioned appropriately and in accordance with the relevant Standard Operating Procedures.
- To maintain all databases of customer requirements, pricing, invoicing and delivery details including all distributor profiles.
- To generate *Intrastat* data for Customs and Excise, and in accordance with all Standard Operating Procedures.
- To produce export documentation in accordance with the Company's procedures and the requirements of freight agents and customers.
- To ensure that services are provided in accordance with Departmental Standards and the objectives of the Quality System as documented in the Operating Procedures.
- To produce management information and key performance indicators such as: export sales, back-order, forward order reports and regular forecasts.
- To report, prepare reports when requested at meetings such as the monthly Business review meeting.
- To place orders for third party products in accordance with the stock handling policies and protocol.
- To take responsibility for the purchasing of all office supplies such as stationary, management of Catering, Cleaning and ensure the general office equipment is maintained and in good order.
- To maintain and manage the updating and review of the contracts database.
- Manage the support needed by the Sales and Marketing team.
- Work actively with other functions within the organisation to ensure processes, good operational practice and workflows are optimised. This includes working with other Customer Services colleagues (Such as Bridport) within the group.
- Actively manage collection of monies from customers, on a timely basis.
- To perform such other appropriate duties as may be required by your line manager.

### **Qualifications and Experience**

- Experience in a customer service/sales order processing role
- Experience of using Order Processing Software is essential and use of Sage.
- Data inputting experience and knowledge of other accounts packages.
- Scientific knowledge would be desirable but not essential.
- Must be computer literate, preferably with well-developed Excel and Word Skills. The ability to understand and use various software packages.
- Should be comfortable reporting and interacting with management peers and executives.
- Must be able to multi-task in a busy environment
- Attention to detail and accuracy essential through working within a quality controlled environment.
- As a team leader you will have good communication skills and be able to set and prioritise work goals.
- To demonstrate ability to multi-task and deal with day-to-day pressures of meeting sometimes conflicting demands of your customers.

Hours of Work	37.5 hours per week
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For further information or to apply for this vacancy please e-mail Kay Campbell, HR, [kay.campbell@novacyt.com](mailto:kay.campbell@novacyt.com)