**Name:**

**Job Title:** Customer Service Assistant

**Job Role:** Reporting to and taking day to day direction from The West Group Customer Service, Purchasing and Logistics Manager, manage customer service tasks and experience. Be aware of company and departmental objectives, targets and measurements and assist in the delivery of those targets. Provide excellent and consistent customer service to the West Group customer portfolio.

**Job Responsibilities:**

* To act as an ambassador for the company, promoting a positive image both internally and externally, demonstrating support of our strategic direction.
* Learn and adhere to operational procedures and systems.
* Responsibility for delivering excellent customer service to all current and future West Group customers.
* Ensure all customer enquiries are directed through the Sales Inbox and manage and update all assigned Sales Inbox activities.
* Handle phone calls, enquiries/messages and develop the capability to support the Account Managers.
* Load and progress Quotes and Sales Orders ensuring information is correct and accessible in SAP B1.
* Manage customer relationships and troubleshoot where necessary.
* Ensure despatch dates are updated and the customer is kept informed of any changes.
* Maintain the currency of Business Partner data including but not limited to contacts, property flags, activities and pop-ups.
* Proactively progress all orders in line with standard Company terms and direction.
* Conduct margin analysis, communicating with Account Managers and Customer Service Manager when below defined minimum. Ensure that impacts to margin are captured and adjusted as necessary in SAP base costs.
* On a rota’d basis, manage the Sales and EOX inboxes and approve/reject Sales Orders.
* Liaise with the Customer Service Manager for any extra support requirements, constantly keeping them informed of workload and deadlines.
* Develop and maintain stores knowledge to a level of sufficiency in monitoring, sorting and replenishing stock in the support of standard and non-standard customer requirements.
* Proactively process returns to customers being aware of the reasons for the return and to avoid repeat return issues.
* Ensure that you have adequate training in customer services and related functions to fulfil your role and request further training as necessary.
* Liaise with other departments regarding improvements to Internal QMS Procedures and Documents as necessary in addition to the creation and support of internal departmental processes that interface with the CSD.
* Add new part numbers to SAP with the approval of Procurement.
* Actively participate in relevant Kaizen events to promote Continuous Improvement.
* Support customer requirements regarding specification, documentation and regulatory requirements utilising internal Company knowledge to enhance this.
* Keep up to date with export requirements and suggest ideas for process improvement where necessary.
* Assist in keeping a clean and tidy working environment in the interests of organisation and safety and maintain paperless processes.
* Adhere to a set of personal KPI’s set by the Customer Service Manager which support the achievement of the Team KPI’s. These must be reported on to the Customer Service Manager on a monthly basis.

**Required Job Skills:**

* Able to deliver excellent customer service consistently.
* Personable, team worker, positive attitude, responsive.
* Good communicator, articulate, excellent troubleshooting skills.
* Well organised, able to prioritise and work flexibly.
* Microsoft Office knowledge.
* Able to conduct data analytics.
* Proactive.

**Team KPI’s (Key Performance Indicators):**

* Reviewed and updated annually.

You are required to adhere to the company standard terms and conditions of employment and to be aware of your duties as an employee of the company with regard to the quality management system, general standards, health and safety and confidentiality.