

Job Description



Title	Customer Service Executive	Reports to	Customer Service Team Leader
Date	October 2024	Written by:	HR Manager
Department	Sales	Hours	8.30 – 17.00 Mon-Fri
Purpose of role	Carry out duties as part of the sales administration processes for Benvic Group. Undertaking administrative processes, involved in commercial strategy and client supply agreements, order amendments, and provide administration support to the internal and external sales. Collaborating with the wider Sales Team to make sure sales activities are smooth, assisting sales with analysis of current and future orders, client’s requirements, and proposals.		

The Company

Part of an international group, Benvic Dugdale Ltd is a leading supplier of PVC Compounds, used in nearly all areas of plastics processing. Industry sectors include construction, packaging, electrical & electronics, transport, leisure, and healthcare. The art and science of PVC compounding is at the heart of the company’s core expertise and its success is a blend of customer service, PVC-based expertise, and versatile manufacturing. To remain at the forefront of its markets and as part of its customer led operational strategy, the business is investing and expanding its production capabilities. The site is operational 24/5 with weekends utilised for business needs and customer demands.

Primary Role

The Customer Service Executive will be involved in the administration of the department, ensuring this operates to best practice and that internal standards and policies are met. With the ability to take ownership of problems, resolve them quickly, and working closely with other team members to help resolve more complex issues. Will serve as a point of contact for customers with queries about products, orders and deliveries and provide support for sales representatives.

Core Responsibilities

- Ensuring sales documentation is kept up to date, managed correctly with high attention to detail.
- Creating and delivering regular reports
- Assisting in growing the business
- Proactive approach and capable of working in a rapidly changing environment.
- Expert knowledge in maintaining client records.
- Excellent communication skills - confident engaging with stakeholders at different levels, from customers to account managers.
- Proactively maintaining good customer relations
- Interaction with Planning and other key department within the business and parent company
- Occasional travel within the UK and Europe
- To ensure that Quality, Health, Safety and Environmental standards are adhered to including the requirements of ISO 9001, 14001 & 45001 and all matters relating to this are dealt with using the resources within the company.
- Ensure all relevant statements relating to FSC controlled wood, PEFC chain of custody and RSB Advanced Products are included and standards upheld.

Person Specification – Skills, Experience & Qualifications

- Strong proficiency in Microsoft Windows and Microsoft Office packages
- Minimum 2 years working within sales administrator or similar role is essential.
- Ideally educated to A- level or above
- Ability to build strong relationships with customers and business colleagues.
- Flexible approach and professional attitude
- Ability to own issues and work until they are resolved.
- Processing orders, raising quotations
- Handling customer requests
- Answering customers telephone queries
- Understanding numeric data
- Language skills a benefit (French)
- Use of in-house “systems” and CRM would be beneficial (SAP)