Job Specification

Job title: Sales & Customer Service Executive
Department: Sales
Role Type: Permanent
Reports to: Sales Director
Working hours: Monday - Friday 8.30 - 17.00 (30 mins lunch break)
Location: Office based (Rillington, near Malton)

Job Overview:
We are looking for a highly motivated and detail-orientated Sales & Customer Service Executive to join our team. This role requires a customer-focussed individual, who thrives in a collaborative environment. As a key member of the Sales team, you will play an integral role in managing customer enquiries and ensuring an exceptional customer experience. Your ability to work closely with colleagues across departments and your keen attention to detail will be essential in delivering accurate solutions and building strong, lasting customer relationships. You will be responsible for responding to enquiries, producing quotations, assisting with processing orders and resolving customer issues, all while maintaining a high standard of service and communication. A true team player, you will help foster a positive, efficient work environment and contribute to the overall success of the business.

Key Responsibilities
- Handle customer enquiries, in support of Sales Managers
- Ensure CRM records are completed in a timely and accurate manner
- Field customer queries, regularly working with other internal departments to provide responses
- Receive and prepare quotations for customers, including packing specifications and freight quotations where required.
- Assist in the processing of orders internally and answer customer queries related to orders
- Assist with customer contracts / pricing where required
- Arrange samples and prepare necessary invoice documentation

Key Skills and Qualifications
- Customer service experience in a similar role (essential)
- Experience within a manufacturing company (advantageous)
- Strong communication skills, both written and verbal
- Ability to effectively manage workload
- A team player with a proactive approach to supporting colleagues
- Product training will be provided

Why Join Us?
- Be part of a dynamic team within a well-established and growing organisation, with a global reach
- Competitive salary and benefits package
- Supportive and collaborative work environment