

Customer Services Representative

What does Silmid do?

Silmid is a specialist supplier of adhesives, sealants, lubricants and other specialist products into a large customer base primarily working in Aerospace and Aviation. This requires an exceptionally high quality of service and attention to detail from our sales team. Our business serves over 5000 customers in 110 countries and lists over 8,000 products.

Job brief

The customer service function is a critical component of Sil-Mid Limited's ability to meet and exceed its customer's requirements and expectations. Customer Service Representatives (CSR) are the key point of contact for both new and existing customers, resolving a wide and varied range of questions, queries and resolving problems and discrepancies. CSR's are passionate about their customers and are dedicated to delivering excellence every time they interact. Our CSR's are based at the Coleshill office.

Customer Service Representative Key Responsibilities:

- Ensure customer orders are processed to meet customer requirements.
- Manage and resolve customer problems and queries to the customer's satisfactions.
- Build and maintain good relationships with key accounts.

What does a Customer Service Representative do?

CSR responsibilities include developing strong relationships with customers, connecting with business executives and stakeholders and preparing sales reports. CSR's also answer client queries and identify new business opportunities among existing customers. In this role, you will liaise with cross-functional internal teams and external Key Account Managers to improve the entire customer experience.

You will use Silmid's ERP software (CRM) and customer data analysis software (Phocas), have a flair for client communication and understand consumer behaviour, you will know how to meet ambitious individual and team-wide sales targets.

Ultimately, a successful CSR at Silmid will collaborate with our external sales team to achieve targets while keeping our clients satisfied and engaged with our products and services in the long-term.

Responsibilities

- Answer telephone calls professionally and clearly
- Accurately quote customers and record all quotes on the company system
- Enter Customer Orders onto the system with full contract review
- Allocate stock and ensure delivery to meet customers' requirements
- Update customers on changes to expected delivery dates
- Book out orders with freight forwarders if applicable (export accounts)
- Ensure adequate cover for sales during all break periods
- Update customers on changes to expected delivery dates
- Allocate back ordered stock to fulfil customer orders
- Guide customers through the Silmid.com website and enable them to use it effectively
- Manage and follow up SUPPORT CASES or linked TASKS
- Ensure adequate cover is available in the department at all times
- Engage with other departments to resolve customer issues

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Requirements

- Proven work experience Customer Service, Sales Administrator, Sales Support, Telesales or other relevant role.
- Demonstrable ability to communicate with key stakeholders at all levels of an organisation.
- Language skills (French, Spanish, German or other language) a significant advantage.
- Solid experience with CRM software and MS Office (MSWord / MS Excel).
- Experience delivering client-focused solutions to customer needs.
- Good understanding and interest in E-Commerce and using online tools and software.
- Proven ability to juggle multiple customer requirements at a time, while maintaining sharp attention to detail.
- Excellent listening, negotiation abilities.
- Strong verbal and written communication skills.
- BA/BS degree (preferably in business administration or similar subject area) or relevant customer service experience.

Package

- Competitive Salary + Bonus
- Additional pay supplement for Languages and/or Export Skills
- 25 days holiday plus statutory holidays, Simply Health cash plan, Pension contribution
- Annual education grant and sports grant
- Working either 8:00am–4:30pm or 9:00am-5:30pm on a rota