

## Customer Engagement Advisor at Numatic International Ltd, Chard

Numatic International Ltd. is the UK's largest manufacturer of vacuum cleaners, floor machines, janitorial equipment and service trolleys. You never have to look far to find one of our products – be it the familiar face of Henry, or one of our many commercial and industrial machines – keeping all industries clean, right across the globe. We have been building vacuum cleaners since 1969, and although our designs may be built slightly differently now, there is one thing they all have in common... the same essential core values of Innovation, Quality, Reliability and Price..

As a Customer Engagement Advisor you will be responsible for delivering excellence in customer service to both internal and external customers and will be instrumental in interacting directly with new and existing customers via Phone, Email and Social Media. Working to provide a high-quality level of service to all customers the Customer Engagement Advisor will positively represent the Numatic International brand acting as the first line of contact.

### Main Responsibilities:

- Act as a first point of contact for customer queries via email, telephone, social media and all other platforms in an effective and courteous manner.
- Process Sales Orders and Returns using Oracle Order Management
- Adhere to all processes to ensure efficiency and compliance.
- Provide a focused and professional service to all customers and prospects when providing quotations and assisting with queries.
- Use initiative and judgment; liaise with staff in other departments and external contacts and feedback issues to Supervisory team..
- Handle complaint, provide appropriate solutions and alternatives, ensuring a resolution.
- Process credit card payments; investigate and resolve credit requests.
- Investigate and resolve all delivery issues for customers.
- Identify and assess customers' needs to achieve satisfaction.
- Maximise all sales opportunities in line with UK commercial growth strategies.
- Display excellence in communication across the department and wider Numatic teams.
- Develop open working relationships in line with Numatic International's values and work collaboratively with internal colleagues and external stakeholders.

### About you:

- GCSE Level 5 or above (GCSE grade A-C) in English and Maths or relevant work experience.
- Desirable; customer services studies.
- Demonstrable experience working in an office environment.
- Experience of working in a customer service role.
- Experience of using office and communication systems.
- Demonstrable experience in organising and time management.
- Demonstrable experience of showing ability to follow verbal and written instructions, read and comprehend written materials.
- Strong organisational skills.
- Desirable; Previous experience of MRP system; Oracle.
- Ability to work under pressure; be results driven.
- Ability to manage & effectively prioritise own workload.
- Ability to work independently and as part of a team, using own initiative.
- Ability to establish and maintain effective working relationships.
- Excellent communication skills, ability to communicate verbally, written and via presentation according to the audience.
- Good influencing skills.
- Strong attention to detail; ability to retain knowledge.
- Strong IT skills, including Word, Outlook, Excel and PowerPoint.

### Benefits:

- Initial comprehensive four-week training programme
- On site canteen
- Access to staff discounts via our Staff Website
- Access to our EAP programme (Employee Assistance Programme)
- Cycle to work scheme
- Ability to accrue Company Sick Pay and Additional Holiday
- Enhanced Maternity/Paternity Pay
- Time off at Christmas as the office shuts down
- Good Pension Scheme

**Salary: £24,186 per annum**

### How to apply:

Please send your CV and covering letter to [jobs@numatic.co.uk](mailto:jobs@numatic.co.uk)

Closing date: 10<sup>th</sup> December 2021

