

# International Customer Coordinator

DEPARTMENT: International Sales

## ABOUT THE ROLE:

The International Customer Coordinator will be responsible for building and maintaining a strong working relationship with International customers and internal stakeholders. Working within a small team, you will assist with customer queries, documentation requirements, pricing, order status and shipping details, provide technical advice and guidance to international customers using a variety of communication methods

## RESPONSIBILITIES:

- Be responsible for excellence in order co-ordination support whilst maintaining effective customer relationships, prioritising and identifying customer needs
- Achieve outstanding standards of communication with internal and external stakeholders.
- Have a full understanding of customer needs by maintaining a pro-active approach and regular customer engagement
- Work closely with Operations team to ensure shipment progress is communicated effectively to customers.
- Liaise with internal global sales representatives effectively to ensure customers are informed of product movement and timescales for delivery.
- Embrace product knowledge and keep up to date with product development to offer best solution to customer requirements.
- Make informed, data driven recommendations on improvement opportunities within the business.
- Organise and maintain databases and documents updating regularly.
- Provide support and cover to the International Shipping Team

## ABOUT YOU:

- Demonstrable experience working in an office environment.
- Experience of providing support to remote stakeholders
- Knowledge of the principles of office management.
- Experience of using office and communication systems.
- Demonstrable experience in organising and time management.
- Ideally you will have previous experience of ERP system; Oracle but training can be provided

**Closing Date:** 12/04/2024

**SALARY:** £27,195 p.a

How to apply: Please send your CV and Covering Letter to [jobs@numatic.co.uk](mailto:jobs@numatic.co.uk)