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**Job Description**

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| Job Title: | Customer Services Administrator |
| Manager: | Lorraine Heasman - Customer Services Manager |
| Date last reviewed: | September 2023 |

**Purpose**

Customer service both face to face and on the telephone is a key part of the role. You will also have responsibility of other tasks working closely with the transport and depot teams as part of a cohesive Operations Team.

Coordination will be essential with internal colleagues in the buying and sales team as part of the end-to-end process as well as the wider Hutchinsons business.

Through the development and the understanding of our products and business this role provides the opportunity for potential career development in each department in line with business requirements.

Having a flexible and ‘can-do’ attitude is an absolutely vital attribute and expectation for an individual in this role.

**My Role Specific Responsibilities**

**Customer Service**

The customer service team acts as a first point of contact for packaging and chemical customers via the telephone, email and trade counter. They process orders on the internal IFS system and liaise with all departments across the lifecycle of an order.

They manage queries and support the activities of the sales and buying teams.

* Excellent telephone communication skills and be able to process customers’ orders
* General administration duties – Specific task breakdown by C/S team member
* Responding to Sales enquiries, developing your knowledge of our packaging materials
* Proactive customer care contacting existing and new customers for example when samples are sent out to promote our products and manage their needs
* Contacting potential customers that have visited our website to discuss our product range
* Ensuring the CRM system is kept up to date (Contact details, customer queries, complaint management)
* Serving customers face to face (Inc. handling cash)
* Liaising with our Purchasing, Operations and Sales colleagues with regards to our customers’ requirements

Additional tasks will be to support the operations functions in a variety of administration activities including

* Outside haulage booking
  + Parcel carriers
  + Pallet carriers
* Administration tasks
  + Export admin
  + Holiday bookings
  + Meeting room bookings
  + Refreshments
  + Samples requests
  + Stock management
  + Meeting minutes

Key Skills

* Customer Services experience both via telephone and face to face
* Computer literate and an ability to learn new systems quickly
* Attention to detail and questioning mind set
* Flexibility and willingness to react and help as situations arise
* Ability to multi tasks
* Take responsibility for key project deliverable
* Project and/or project experience would be beneficial
* Flexible, open and positive attitude essential
* Geographical knowledge of the country and road network

**General**

* Be open and honest and contribute and commit to receiving and giving feedback in the performance review process. Take part in future surveys and other feedback opportunities.
* Support the development of others in gaining on the job skills and knowledge.
* Support the Company and our customers that you have contact with by ensuring that you understand our products and services and participate in team and business development activities where appropriate.
* Whether you are providing a customer service or questioning how you or your team operates, identify, and suggest ways we could do things differently. Make improvements whilst demonstrating a willingness to embrace and adapt to change.
* Maintain your personal technical, professional and company system skills to a consistently high standard; be self-motivated to increase your exposure and experience within your role.

**Hutchinsons and Our Culture**

* Live our vision, mission, and values by displaying the behaviours that support our values. Consistently maintain and promote the Company, our culture and image. (Please see at the foot of the job description)
* Form trusting and effective working relationships and constructively work with colleagues and customers to achieve personal, team and company objectives.

**Servicing our Customers and Prospects**

* Consistently maintain high professional standards and demonstrate excellent customer service, communicating positively and clearly, showing courtesy and respect.
* Creatively and enthusiastically embrace opportunities for business growth.
* Take appropriate action to ensure customer problems are resolved to meet or exceed their expectations, escalate challenging customer problems to your Line Manager to manage where necessary.

**Compliance**

* Understand and comply with company policies and procedures including Health and Safety.
* Complete compliance checks for areas of the business you have responsibility for.
* Bring to the Company’s attention, any practices that do not comply with our policies or expected standards.

**Competencies**

* Customer Service
* Accountability & Responsibility
* Communication Skills
* Drive & Tenacity
* Integrity
* Interpersonal Skills
* Organisation & planning
* Problem Solving
* Teamwork
* Time Management & Deadline Focus

**Skills**

* Accuracy/attention to detail
* Specialist & technical job knowledge
* Target and deadlines focused

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| **Our Vision**  To be recognised as the most trusted, innovative, and sustainable partner and employer in agriculture.  **Our Mission**  To make a significant and positive contribution to the fulfilment of our customers’ objectives through the excellence of our people, advice, supply, and technology.  **Our Values**  To always show integrity, ambition, commitment, innovation, take responsibility and ensure accessibility. |