

Job Vacancy: Customer Service Advisor (Order Processing)

Heat Trace is a growing manufacturing and engineering company with over 80 employees based in Helsby, Cheshire. In 2014 we won the Queens award for Innovation and we are also proud to receive the Chester local hero business of the year award. Our success in increasing our sales and customer base has led to the creation of several new roles.

We are looking for a Customer Service Advisor to join our team in Helsby to support our rapidly growing UK and overseas customer base.

The main purpose of the role is to help ensure our customers receive a positive experience of Heat Trace by receiving orders for the manufactured products, liaising with production and shipping departments, to keep track of orders and communicating with customers and keeping them fully informed.

The role is fast paced and requires you to multi task in an ever-changing environment. You'll receive sales orders from the engineering managers or direct from the customer. You'll understand the customers detailed needs and ensure they are accurately recorded onto the database. You'll check prices and provide the customer with regular progress reports. You'll build relationships with in house partners such as shipping and production and liaise regularly with despatch. All communications with the customer will be via phone or email.

You'll be an experienced Customer Service Advisor from a manufacturing/production background. You'll ideally have experience of order processing. You'll have a professional approach and be able to record data accurately and efficiently. You'll possess confident and professional verbal and email communication and have the ability to work efficiently in a fast-paced environment.

This is a fantastic opportunity to join a well established and growing business.

To apply please contact Samantha at stildsley@heat-trace.com

Closing date: Tuesday 8th May 2018