Terinex Flexibles Ltd
Unit 1, Foston Business Park
Uttoxeter Road
Foston
DE65 5SP

Tel: 01773 740300
Email: delia.turner@terinexflexibles.com

Customer Service Representative (CSR) role,

Introduction

This is an exciting opportunity to join our business and progress with your career. Terinex Flexibles are a leading print and packaging company that manufactures flexibles and sustainable solutions. At Terinex, we are passionate about sustainable packaging and pride ourselves for delivering exceptional quality, customer service and technical support. We recently moved to our new purpose built ECP A+rated building, we love being in our state-of-the-art 46,000 sq ft premises which has been designed to support our sustainable growth and innovation plans.

About the candidate

You must be a proactive person, who enjoys working in a fast-paced environment, able to communicate at all levels, understand the manufacturing industry and enjoy dealing directly with customers and suppliers.

Responsibilities

The CSR is responsible for internal coordination and first point of contact with customers. Should build and maintain relationships with existing and new customers. Must have a sharp attention for detail and ensure accuracy when sending information to customers and raising sales orders and production documentation.

Role description

- Develop close relationships with customers and provide a professional first point of contact, create a relationship where customers are confident in the information they receive and within our business.
- Ensure supply and production is seamless throughout the sales order and production process ensuring orders are received on time and in full.
- To ensure proactive contact and account management is maintained at all times and target to resolve issues within 24 – 48 hours with regular updates to the customer.
- To ensure the effective coordination and distribution of information both internally and externally.
- To effectively facilitate all customer enquiries, making proactive contact with customers, and the production team where necessary to facilitate a positive outcome, ensuring the external sales team is enabled to focus on sales growth and new business delivery wherever possible.
- To manage and maintain customer forward usage where applicable to enable purchasing to maintain adequate raw material availability.
- Enter sales orders within 24 hours of receipt where all information is available, follow the Sales Order Processing Flow Chart for maximum efficiency, essentially ensuring the quoted price is current and correct.

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- Support the external sales team and customers with providing trials to the specification given and ensuring they are raised in Radius as TRIALS
- Address customer complaints immediately on receipt ensuring the Customer Service Manager and Quality and Compliance Manager are sent full details. Liaise with all relevant departments to give as much support and information as possible to start the investigation.
- Manage customers redundant designs by reviewing the aged plate report no less than every 3 months, working with the Customer, Production Manager and Proofing department for disposal.
- Liaise with Purchasing and Planning on ALL orders and enquiries to ensure materials are available before to meet the customer requirement. This is particularly imperative on non-stock materials.
- To raise job packs for production 5 days advance and ensure they are in the designated area for collection, checking that all information is correct and present so production is never delayed by missing or incorrect information. If there is a delay or urgent jobs have been scheduled and are due in production within 48 hours, these job packs must be given directly to the Proofing Department.
- To support the other members of your team to ensure first class customer service and administration is always maintained for all customers and the team are supported equally by their colleagues.

Skills and Experience

- At least 2 years of experience within the manufacturing industry, preferably flexible packaging
- Good knowledge of an ERP – Radius preferably but not essential
- IT competency – very good level of Excel, Word and Outlook
- Confident and proactive
- Strong attention to detail and accuracy
- Strong organisational skills
- The ability to work under pressure and to deadlines
- Able to communicate at all levels in a professional manner

Hours

- Working hours – Monday to Thursday 8:30am – 5:30PM / Friday 8.30am – 3pm

Benefits

- Holidays 22 days plus additional long service
- Private car park on site
- Training
- Pension