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| Job Title | Customer Service Coordinator |
| Business Unit | Environmental Science |
| Location | Didcot |
| Purpose | * To provide an exceptional level of customer service from collection of samples to the provision of timely and accurate reports * Carry out administrative tasks, invoicing, booking collections and resolve any customer queries in a timely and effective manner * Establish, develop and grow relationships in a proactive manner with all external and internal customers * To be responsible for the quality of one’s own work and to undertake non-routine tasks as and when required |
| General  Responsibilities/Specific Duties | * To perform all administrative duties to the required productivity and quality specifications, including invoicing, coordinating our subcontracting processes including invoice approvals, archiving, CoC reviews and booking couriers for customers * Where required, to produce tenders, estimates, quotes, price lists and pre-qualification documents for clients in line with current procedures and maintain the customer and sub-contractor databases * Ensure the efficient day to day delivery of final reports and information to customers, and, if required, liaise with other departments to avoid delays in reporting * Run customer reports ensuring that these are received on time; follow up with laboratories when required * Where required, respond to and resolve all customer queries via telephone and email * Update and maintain all work records including training records, and ensure that complaints are logged correctly and responded to in an effective and timely manner * Coordinate customers work through the laboratory from initial sales to aftersales service once reports have been issued ensuring that work is delivered on time and keeping customers up to date with any potential impacts to their report * Where relevant, produce purchase requisitions and ensure receipt of goods including documentation * Ensure compliance with Health & Safety requirements of the department * Develop and build relationships with all customers and suppliers, both internal and external * Embrace and actively participate in positive change * Where required, support the training of any new starters * Provide support when needed to other members of the team * To be aware of and conform to the laboratory quality system, specifically UKAS (ISO17025) and MCERTS requirements * Contribute to the continuous improvement of procedures to achieve optimum efficiency and customer service * Where relevant, support with the facility management and maintenance * Any other tasks as assigned by Senior Managers |
| Quality and Technical Responsibilities | * To provide technical support, where required, to the Customer Service Manager when conducting the 4 yearly review of documents (SOP’s, Methods, Proformas etc) * To investigate issues raised on the Issues Log * To conduct test witness audits (where trained to do so) |
| Accountabilities | * Provide excellent customer services to all customers and suppliers, both internal and external * Log any issues and complaints in the correct way as well as flagging any operational issues that impact our customer’s experience * Maintain levels of required HSEQ * Maintain QMS compliance |
| Objectives/ Deliverables | * Safety – targeted reduction in safety incidents * Quality – targeted reduction in client complaints * Velocity – TAT days * On time delivery of reports to clients |
| Qualifications | * IT literate with experience of Excel, Word and other IT packages * Effective communicator with experience of complaint management thriving to create a positive outcome to customers * GCSE or equivalent in English and maths |
| Competencies/ Essential Skills | * Shows a real passion for delivering exceptional customer service * Ability to demonstrate attention to detail * Excellent administrative and time management skills to deliver results on time and within target * Enthusiastic and “can-do” attitude * Demonstrate a flexible and adaptable approach * A collaborative team player willing to share knowledge and learning * Excellent communication and interpersonal skills * Strong relationship building skills |
| Desirable | * Experience of working in a high throughput chemistry lab * Experience within a fast-paced customer service environment |
| Mandatory Training | * SOCOTEC Online Health & Safety Training modules - paid for by the company * SOCOTEC Online HR Policies Awareness modules - paid for by the company |