

Order Processing Clerk – Job Description **Stannah**

Company: Stannah Lift Services Limited – Sales & Installation Division

Function: Customer Order Processing (Consumer / B2B)

Reports to: Order Processing Supervisor (Consumer / B2B)

Purpose

To assist in and deliver an efficient order processing and customer support service, providing an exceptional level of customer service to reflect Stannah as a high-quality service provider. Ensure that all incoming orders are processed accurately in line with agreed KPI's (Key Performance Indicators).

Key Responsibilities

1. Consumer – Provide a professional and exceptional level of customer service to our private customers by:

- Assisting with and managing the resolution of customer enquiries about their orders by phone and email.
- Reviewing and validating all orders prior to processing from the Sales App to ensure the full specification is detailed.
- Take into account any special requests or requirements and liaise with Sales and/or the customer if necessary.
- Verifying payments have been made before processing the order.
- Checking stock records when processing a recon order via OFBiz.

B2B – Act as account manager for Local Authorities to provide a professional and exceptional level of customer service by:

- Assisting with and managing the resolution of customer enquiries by phone and email.
- Checking contracts for accuracy and completeness before issuing to the Local Authority.
- Reviewing and validating all orders prior to processing from Engage to ensure the full specification is detailed.
- Take into account any special requests or requirements and liaise with Sales and/or the customer if necessary.
- Maintaining up-to-date records and providing weekly/monthly updates to the Local Authority on the status of orders and contracts.
- Utilising the Local Authority portal to obtain orders and relevant information.

2. Take ownership and deal with customer enquiries, liaising with the relevant individual or department, whether internal or external to the business and escalating these where assistance is required to bring to a full resolution. Ensure the agreed Stannah values and behaviours are demonstrated in all communication.

3. Ensure sub-contractor orders are checked, processed and sent accurately, reporting any over and underspends to the relevant department.

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4. Prioritise work according to customer's requirements and within agreed KPI's, maintaining an order error rate to be no more than 5% per month as recorded on The Performance Report.
5. Maintain suitable and accurate records, being aware of Data Protection (GDPR) requirements, to ensure that any data breaches and subsequent actions taken are accurately recorded.
6. Provide temporary or ongoing cover to the Consumer / B2B Order Processing team to develop and maintain skills and knowledge across both customer sectors and provide appropriate support and cover based on business requirements.
7. Be aware of own responsibilities for Health and Safety and ensure that good housekeeping is maintained at all times. Ensure that any "near misses" or "accidents" are reported correctly via the correct channels.
8. Demonstrate a commitment to your continuous improvement and own personal development and undertake any training deemed necessary to enable you to fulfil your role.

This list is not exhaustive and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the customer support function.

Skills and Experience

- Knowledge and proven experience of customer service principles and practices
- Excellent and clear communication skills – verbal and written
- A high level of attention to detail and accuracy
- Excellent listening skills – both in relation to colleagues and to our customers' needs.
- Good organisational skills
- Experience in working within a Team

Personal Attributes and Behaviours

- A patient and empathetic telephone manner.
- Ability to remain calm & effective under pressure
- Flexibility and adaptability
- Professional and dependable

Managerial and Supervisory Responsibility

- None

Relationships

Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate accurate data information and specification of the order.

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External

The jobholder will be expected to retain close working relationships with our Sub-contractors, Local Authorities, customers and their family members ensuring a professional approach at all times.

Education and Qualifications

A good standard of English and Maths at GCSE or equivalent level.