



## Vacancy Customer Services Account Co-ordinator

Reporting directly to the Customer Service Manager, this role holds two main responsibilities:

- Improving Customer Service experience, create engaged customers and facilitate organic growth;
- Take ownership of customers' issues and following problems through to resolution.

### Knowledge/Experience/Skills required:

- Experience in providing excellent customer service support.
- Experience in a manufacturing industry desirable.
- Proven experience of MS Office Suite including Excel and Powerpoint is essential
- Excellent communication skills and team working
- Good standard of English and Maths (GCSE Grade 4 minimum)
- SAP is an advantage but not essential.
- Trouble-shooting, multi-tasking and time management skills.
- Goal-orientated.

### Key Role Requirements:

- All aspects of customer account management.
- Improve customer service experience, create engaged customers and facilitate growth.
- Take ownership of customers' issues and follow problems through to resolution.
- Work closely with other departments to ensure a smooth transition or orders through the system to final shipment.
- Processing orders and transactions.
- Provide proactive customer outreach.
- Administrative tasks as requested.

The following behavioural competences are key: collaboration, communication, determination and persistence, problem solving, emotional intelligence and resilience.

In addition to the duties listed above, the position holder must carry out tasks assigned by his/her Line Manager that are essentially related to their duties.

To apply for this role, please submit your CV and covering letter to the HR Department, or via email at [careers@bardenbearings.co.uk](mailto:careers@bardenbearings.co.uk)