



## **CUSTOMER SERVICES ADVISOR**

**Location:** Commotion Ltd, Commotion House, Morley Road, Tonbridge, Kent TN9 1RA  
**Department:** Customer Services Team  
**Report to:** Head of Customer Services  
**Salary:** Dependent on experience  
**Hours:** 08.30 – 17.00 Monday to Friday  
**Benefits:** 20 days annual leave plus bank holidays; Workplace Pension Scheme; Group Life Assurance Scheme; Company Permanent Health Insurance Scheme

### **Main Objective:**

To deal with incoming customer enquiries, order processing, sales and shipments.  
Assist with day-to-day operations of the Customer Services Team, reporting to the Head of Customer Services.

### **Principal Duties:**

#### **Manage the process of orders from start to end to include:**

- Input customers' sales orders
- Receive and process all incoming customer's enquiries, quotations, claims, returns etc.
- Keep customers informed of order status
- Send appropriate samples to customers
- Liaise with warehouse operatives concerning customer orders
- Make freight enquiries and obtain competitive quotes
- Book deliveries/ arrange collections for shipments when required
- Complete relevant paperwork for customers for customs declaration when required
- Process invoicing

### **Other Duties & Responsibilities:**

Provide cover and assistance for colleagues in the Customer Services Team, including:

- Any duties that are reasonable and within your ability as requested by management
- Carry out any duties necessary to increase the efficiency and effectiveness of the Team
- Customer liaison – respond to requests/ queries with a reasonable timeframe
- Report key issues to the Head of Customer Services as appropriate

### **Preferred Skills / Experience:**

The successful candidate will require the following skills:

- Excellent administration
- Attention to detail
- Workload management – ability to prioritise
- Customer Service experience
- IT/ Data inputting experience (use of Dynamics 365 Business Central software an advantage)
- Export experience (an advantage)
- Languages (an advantage)

**For enquiries or to apply please email [kirstin@commotion.co.uk](mailto:kirstin@commotion.co.uk)**