

CANDIDATE SPECIFICATION



JOB TITLE	Customer Support Administrator
REPORTING TO	Senior Global Spares Logistics Manager
DEPARTMENT/SUB DEPARTMENT	Customer Support
LOCATION	Southend-On-Sea
OVERALL PURPOSE	
Under the direction of the CSBA Manager, to work as part of the Customer Support Administration team to provide an efficient sales order administration service to the customer from point of order entry to shipment/invoicing. To liaise with other group departments to assist the on time performance of customer orders.	
PRINCIPLE ACCOUNTABILITIES	
<p>To fulfill various tasks and responsibilities in meeting the job purpose as described above including but not limited to:</p> <ul style="list-style-type: none"> • To process customer purchase orders in a timely and efficient manner and in accordance with the contract review and advising customers about delivery schedules, • Communicate effectively with customers by telephone, email and in person as required, • To ensure that where urgent orders arise these are prioritised accordingly, • To process promptly amendments to customer orders, including but not limited to price and delivery date changes, as advised by the Sales and Marketing team, • To process customer return orders, • To process customer repair orders, • To process credit memo and debit memo requests, • To create new customer master records, including Sold To and Ship To, • Maintain customer master records, including but not limited to changing payment terms and header text, • To assist in the day-to-day administration of export control and export compliance, • To carry out various sales administration tasks, including but not limited to maintaining up to date and accurate filing systems in the required format, • To participate in the coverage of the AOG Out of Hours Telephone Support Service and Global AOG mailbox. Be prepared to use the AOG mobile phone both during and out of normal hours and to provide assistance, • To assist with invoicing and shipping as and when required, • To assist and action as required invoicing queries and corrections, • To participate in the activities of 'Continuous Improvement' within the department, • To undertake various ad-hoc projects as required to support the changing requirements of the business, • To assist other team members with their work and carry out any task where reasonable and relevant when required, • To ensure all Company rules and regulations are met, • Adhering to all relevant Group policies, plans and procedures, • With regard to Health & Safety the role includes a responsibility for ensuring that the working environment is safe for employees, contractors and visitors. 	

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QUALIFICATIONS	ESSENTIAL	DESIRABLE
Degree, or equivalent		✓
Maths/English GCSE, grade C or above	✓	
IOSH and/or NEBOSH qualification		✓
EXPERIENCE/ SKILLS	ESSENTIAL	DESIRABLE
Microsoft Office, specifically Word, Excel and Outlook	✓	
Sales administration experience		✓
Office administration experience	✓	
Experience of working within the Manufacturing Industry		✓
An understanding of Health and Safety Legislation		✓
Ability to work in a fast paced, varied and demanding environment	✓	
Ability to work independently, whilst collaborating in a remote team environment	✓	
Ability to work under pressure and to deadlines	✓	
PERSONAL SKILLS	ESSENTIAL	DESIRABLE
Team Player	✓	
Strong Work 'Can-do Ethic'	✓	
Exceptional at building relationships	✓	
Excellent Customer Service skills	✓	
Strong attention to detail and time management	✓	
Exceptional Planning and Organisation skills	✓	
High awareness of Productivity and Quality	✓	
Excellent Communication skills	✓	
Flexibility	✓	
Takes Responsibility for actions	✓	
Learn, Apply and Improve	✓	