**Order Processor Vacancy**

Danesmoor Group is a market leading distributor of kitchen and bedroom components – proudly supplying the UK KBB industry for over 110 years. At PWS Paint Finishing, we’re committed to continually improving our proposition. Our mix of fully automated and hand-sprayed paint-to-order (PTO) service offers an extensive colour palette and a superior quality and finish for all paint-to-order products across our comprehensive kitchen component portfolio.

**Overview**

The successful candidate will take responsibility for efficiently processing customer orders received through our electronic ordering system and manual input. This role requires a strong focus on order accuracy, and ensuring timely delivery, all while upholding our commitment to exceptional customer service.

**Main Responsibilities:**

* **Order Processing**
  + Receive and process customer orders promptly through EQX and manual input systems
  + Review orders for accuracy, ensuring all necessary information is captured before securing customer sign-off
  + Release orders into manufacturing after verification and approval
* **Customer Liaison**
  + Ensure all orders and communications are documented correctly and up to date within our systems
* **Issue Resolution**
  + Maintain a proactive approach to problem-solving, ensuring that customer needs are met to support business objectives

**Essential Requirements**

• Previous experience in order processing or sales support, preferably within a manufacturing or retail environment

• Proficiency in data entry and usage of ERP systems

• Demonstrates a positive ‘can do’ attitude

• Has a calm and measured approach

• Open-minded approach to learning and development

• Strong attention to detail with the ability to multitask and prioritise work effectively

• Excellent communication and interpersonal skills, capable of building rapport with internal teams

• Problem-solving mindset with a commitment to customer satisfaction and strong time management skills

• Eager to deliver solutions to the customer

• Proficient in Microsoft Office Suite (Word, Excel, Outlook)

• Able to organise data and maintain database records

* Resilient, driven and adaptable

**Desirable Requirements**

* Previous experience of Complete kitchens is desirable but not essential as training will be provided