

Worksurfaces Sales & Service Vacancy

Overview:

Danesmoor Group is a market leading distributor of kitchen and bedroom components – proudly supplying the UK KBB industry for over 110 years.

PWS Worksurfaces produces high quality, bespoke worksurfaces at our award-winning worksurfaces manufacturing facility at our HQ site in Newton Aycliffe. Combining state-of-the-art technology and expert craftsmanship, PWS Worksurfaces provides the most comprehensive and sophisticated collection of worksurface products, with a commitment to worldwide sourcing of the very best materials.

We have an excellent opportunity for a customer centric individual to work within our Sales and Service team. The successful candidate will be responsible for coordinating the customer journey from estimate through to completion. The role requires an enthusiastic individual, with a 'can do' attitude to manage multiple projects at any one time. Our Sales and Service Advisors are the glue that holds the process together, clearly communicating with both the customer and internal colleagues at every stage.

Responsibilities:

- Taking full ownership of the project, ensuring information is logged and information is communicated to the appropriate stakeholders including suppliers, manufacturing, sales, installation and most importantly, our customers.
- Placing orders with suppliers and managing the process to ensure that all parts are delivered on time to meet the delivery/install date.
- Placing 'additional orders' and remedials and managing to completion.
- Monitoring and managing all parts of the project to identify any risks which jeopardize on time delivery.
- Resolution management: liaising with all stakeholders including suppliers, manufacturing, the office function, installation managers and customers to rectify problems as they arise.
- Ensuring internal and external stakeholders are kept up to date with the status of the project.
- Managing changes to the project and ensuring that all stakeholders are aware at the earliest opportunity.
- Developing strong working relationships with internal and external customers.
- Championing change within the department to ensure we continuously improve the way we operate.

Essential Skills and Experience

- Ability to manage internal stakeholder relationships
- Proven experience in a customer service administration role
- Experience in a customer care coordinator role within a busy office environment
- Takes ownership and moves at pace to achieve set objectives
- Highly motivated with a positive 'can do' attitude
- Effective team player

- Excellent time and project management skills
- Keen attention to detail and adherence to deadlines
- A patient and calm approach with excellent telephone manner.
- Excellent attention to detail.
- The ability to take responsibility and be accountable for your actions
- Strong organisation and administrative skills and an ability to prioritise tasks in a timely manner
- The ability to problem-solve and think on your feet
- Willing to go the extra mile for every single customer
- Self-motivated with a positive approach
- Initiate, execute and embrace new methods of work and projects
- A quick learner who's flexible and willing to help others where needed
- Ability to initiate and achieve challenging targets and work under pressure
- Able to work on own initiative and manage own workload
- Excellent listening, written and verbal communication and interpersonal skills
- Competent in the use of Microsoft Office

Desirable Experience

- Able to read and interpret kitchen plans