



An opportunity currently exists for an:

SALES & CUSTOMER SERVICE EXECUTIVE

REPORTS TO: Commercial Manager
LOCATION: Raunds, Northamptonshire
HOURS: 36.25 per week
CONTRACT TYPE: Permanent

Now part of the Avery UK group, PCL has been manufacturing innovative self-adhesive materials and labels used in digital and offset printing technology for over 20 years. We are a highly trusted brand in our market with one of the widest product offerings available.

Working with the whole of the UK paper merchant channel and end users alike, we are looking for an office based Sales & Customer Service Executive to help us with continued growth in our market, offering unparalleled customer service and support while promoting our position as THE go to manufacturer in the market.

Duties/Responsibilities

- Handling inbound and outbound sales calls and emails
- Checking, accurately processing and monitoring of customer sales orders, including proactively making customers aware of any potential issues – 90% of our products are made-to-order within 24 hours
- Liaising with all other departments to ensure customers' needs are adequately met
- Responding to customer enquiries regarding products, pricing, orders and stock levels, including preparation of accurate quotes for bespoke made items, in a timely and effective manner
- Developing own product and service knowledge; to effectively answer customer questions, recommend products from our range based on customer/end user requirements and provide basic technical advice and guidance a wide range of products
- Following a logical process to ensure fast resolution of customer's complaint in line with business best practices
- Dealing directly with a small number of suppliers and raising purchase orders as required
- Processing credit requests in line with business procedures
- Offering back up to other areas of the business during busy periods as and when required, including occasional preparation for mailing of sample material for customer trials
- General sales administration

Person Specification

- Proven background in providing the highest level of customer service
- Quality service and product orientated
- Excellent communication skills with an ability to build rapport with customers at all levels of an organisation
- Strong relationship building skills – with customers and internal teams alike

- Able to demonstrate a positive, enthusiastic, committed and flexible attitude towards customers and other team members, recognising the importance and benefits of effective team working
- Confident and proactive
- Organised with particular attention to detail – an advocate of ‘getting it right the first time’
- Knowledge of Microsoft Office

Other Desirable Skills:

- Experience within the labels or paper merchant markets a distinct advantage, but not essential
- Sales experience – although this is not a hard sell position. The ability to listen to customer requirements and recommend the most suitable product from our range
- An understanding of Production/Supply chain process

If your skills and experience match the requirements listed above and you would like to apply for this vacancy, please send your CV to:
uk.careers@avery.com

Issue date: 15 Dec 2017

Close date: 26 Jan 2018 (May close earlier subject to interest)