



NORBAR TORQUE TOOLS LTD

JOB DESCRIPTION

JOB TITLE: CUSTOMER RELATIONS CO-ORDINATOR

RESPONSIBLE TO: CUSTOMER OPERATIONS MANAGER

OVERALL PURPOSE OF THE JOB:

To understand the expectations of our customers and maximise the conversion of enquiries to orders.

To enhance our customers' experience when dealing with Norbar by providing an unrivalled level of service for our industry.

KEY TASKS:

1. To be the customers' primary contact for:
 - Pricing and availability of both new product and after sales services.
 - Progress of Customer orders.
 - Warranty claims.
 - Customer complaints.
 - Customer account administration.
 - Use of Norbar Website.
 - Product knowledge.
2. Processing of customers' orders, credit notes and invoices.
3. Establish and maintain a professional and friendly rapport with customers and solicit feedback to determine the quality of service given.
4. To maintain and communicate accurate Customer Information across the business platforms.
5. Administer Key Accounts in conjunction with the relevant Sales Manager.
6. Communicating internally to provide customers with accurate information relating to their individual requirements.
7. To provide support to the entire Generate Demand Process including team meetings.
8. To provide Reception cover as required.
9. Any other duties as required by the Customer Operations Manager.