

Job Vacancy



Sales Coordinator – Polypipe Civils & Green Urbanisation

Based at our Loughborough site, reporting directly to the Sales Department Supervisor, the Sales Co-ordinator will deliver a credible and professional service to both internal and external customers. This is a full-time position working 40 hours per week, Monday- Friday, 08.30-17:00pm on a 12-month FTC basis.

Role Outline

Responsible for a varied range of sales enquiries, from delivery progress to order in putting all with a focus on delivering remarkable customer experience through this process. Putting the customer at the centre of the decision making and ensuring every interaction is efficient and consistent.

Core Responsibilities

- To always promote the Company in a professional and positive manner
- Dealing with a varied range of sales enquiries; e.g., delivery progress, general price enquiries and order inputting
- To work alongside our other departments, to ensure the customers' needs are met, including Transport, Technical and Product
- Timely and accurate order processing, in line with company procedures
- Providing customers with updates relating to overdue orders and balances
- Providing a professional and timely problem resolution service to customers
- Liaising with other Departments and our External sales team
- Any other duty that can be reasonably expected

Key knowledge, skills and abilities

- A proven track record in delivering excellent customer service
- Excellent communication skills both verbal and written
- Self-motivated and customer focussed
- Proficient IT skills. It's desirable to have previous CRM experience and knowledge of Microsoft Outlook, Excel
- Proven ability to work in a fast-paced environment and make decisions on their own
- Displays professional personal attributes and able to work well on their own as well as in a team

To apply for this position, please submit an up-to-date CV along with a covering letter to the HR Department at cguhr@polypipe.com.

Closing date for applications is Wednesday 7th June 2023



Part of the  **GENUIT**
GROUP

 **Polypipe**
Civils & Green Urbanisation