



Job Title

Customer Services Assistant (UK Sales)

Reports To

The Customer Services Assistant (CSA) will directly report to the UK Sales Office Manager, overseen by the UK Sales Manager in the Away from Home (AfH) Cleaning and Hygiene division.

Job Overview

The role requires the abilities of a highly organized individual to assist with the order process and customer service role within the company, promoting the Evans brand and acquiring good knowledge of the Evans product range in the process. This is a crucial role in the ongoing success and development of the business.

Responsibilities and Duties

- Familiarity with ERP systems for order process - training will be provided.
- Processing of customers' orders, both verbally and by email.
- Good listening skills and accurate data input is essential.
- Excellent telephone and communication skills are essential.
- High level of attention to detail to ensure consistency of company standards and service are maintained with customers and fellow colleagues.
- Ability to think on your feet, under pressure and provide solutions to problems for all parties involved, within a reasonable time frame.
- Ability to multi task and effectively communicate across multiple internal departments to achieve results.
- Support the external UK Sales team and respond to their queries in a reasonable timeframe.
- Confidence to work effectively within a team and independently, when assigned specific project task work and complete on time.

Qualifications

- Good standard of education, to GCSE level or equivalent.
- Basic computer skills.
- Knowledge of Microsoft Office applications would be beneficial - training will be provided.
- Familiarity of an office environment beneficial, coupled with some customer contact experience.

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Education

- Highly proficient in spoken and written English.
- Standard GCSEs, or equivalent, including English and Mathematics.

Personal characteristics

- Professional individual who will operate with honesty, integrity and show respect for all colleagues at all times.
- Possess drive and ambition to learn new skills and take on new responsibilities.
- Team player - ability to work within a team across a variety of cross business divisions i.e. customer services to technical to purchasing to despatch.
- Ability to pitch in and support fellow sales colleagues, when required.
- Presentable and articulate when representing the company outside the office environment.

Equality & Diversity

- Evans Vanodine is an equal opportunity employer and welcomes applications from all sections of the community.