

Job Title:	Customer Support Supervisor	Position Type:	Full-time
Location:	Judges House, Laughton	Travel Required:	5%
HR Contact:	personnel@quorumtech.com	Date posted:	February 23, 2022

Job Description

MAIN PURPOSE OF JOB

Quorum Technologies Ltd has grown in recent years and we are looking for an exceptional Customer Support Supervisor to join a small team of Customer Support Administrators responsible for the efficient and timely processing of purchase orders, service requests, etc. The Customer Support Supervisor be part of the Admin team, processing customer requests and orders. In addition, the Customer Support Supervisor will act as the Admin team lead, overseeing, guiding and training the Customer Support staff. The Customer Support Manager will be responsible for the quality of data input by the team into our SAP B1 system and will work with staff and IT vendors to investigate complaints, develop and implement appropriate processes to prevent reoccurrence.

RELATIONSHIPS

REPORTS TO: Customer Support Manager

RESPONSIBLE FOR: Customer Support Admin team

INTERACTS WITH: This is a Customer Support role where you will be supporting many areas of the business. Commercial Sales team will be the main internal customer, with significant interaction with the Operations department.

ROLE AND RESPONSIBILITIES

The Customer Support Supervisor will be part of the Admin team responsible for sales order processing, from receipt of order through to delivery and installation, in preparation for invoicing. The Supervisor will share the workload with other members of the team. Key tasks include:

Order Processing

- Data processing to sales order database (SAP)
- Produce order acknowledgement and send to customer (SAP)
- Shipping administration and liaison with carriers to set up export and UK shipments and ensuring goods meet order requirement, any special shipping terms are complied with and consignment is correctly labelled
- Completion of shipping related documentation including Letter of Credit, export licence applications, EUR1 etc.
- Liaison with all other departments – manufacturing, purchasing, shipping, accounts, etc

Customer Support

- Providing price lists to customers and referring requests for discounts to Sales.
- Handling routine enquiries from customers relating to sales and service.
- Dealing with UK and International Distributors by telephone and e-mail, responding to queries around stock availability, lead times, product updates, etc.
- Maintaining Agents contact details on SAP.
- Involvement with all relevant marketing and promotional activities.
- Provide necessary service/technical liaison with customers and service personnel as required
- Shipping of warranty/service items, updating database (SAP).
- Processing of extended warranty applications.

The Customer Support Supervisor will take the lead in ensuring that work by the team is carried out in a way that follows all internal processes as well as legal and regulatory requirements. Key tasks include:

- Preparation, validation and uploading of price lists and discount levels to SAP B1.
- Ensure export documentation is complete and fully compliant.
- Management of approvals processes related to all the above.

- Take the lead in any customer dissatisfaction, providing appropriate solutions and alternatives and following-up to ensure resolution. Escalate to senior management when appropriate.

The Customer Support Supervisor will act as the SAP B1 superuser for the Admin team, offering guidance and support to other team members. Key tasks include:

- Develop a deep understanding of the SAP B1 processes used by the Admin team.
- Assist with problems, identify solutions, and provide guidance to staff on best practices.
- Act as the voice of the team internally, passing along feedback and suggestions for improvement.

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

PERFORMANCE MEASUREMENT

- Errors in data entry and order processing.
- Ability to meet customer expectations and to maintain Quorum's established reputation for excellence, escalating when appropriate.
- Ability to ensure that all established administrative routines and records are kept accurately and up to date.
- Time management and attendance of the team.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

5 GCSEs to include Maths and English and/or NVQ Level 1, or equivalent.

REQUIRED EXPERIENCE AND SKILLS

The successful candidate must have:

- Practical experience of export processes and documentation (Letters of Credit, EUR1, HS codes, etc.) is essential as you will be expected to advise the other team members.
- A customer-centric mindset. You will be courteous, professional, and able to proactively meet our customers' needs.
- Experience in a supervisory role, demonstrating an ability to lead by example.
- Excellent communication skills, the ability to challenge and question while maintaining positive relationships.
- Proficiency in Microsoft Office is essential.
- Ability to make decisions and challenge colleagues if needed, while maintaining positive relationships.

PREFERRED EXPERIENCE AND SKILLS

- Practical knowledge of SAP Business One would be a significant advantage.
- Experience working in a scientific instrumentation business.

ADDITIONAL NOTES:

Assisting with packing/unpacking products will require bending, lifting, and carrying heavy equipment.

Key Words: sales admin | compliance | export | scientific instrumentation | supervisor | SAP