

### Join Our Team as **CUSTOMER SERVICE SPECIALIST**

We are looking for a **Customer Service Specialist** to join our Customer Service Team! This is an exciting opportunity to play a key role in delivering world-class service as the primary point of contact for an assigned portfolio of customers.

As a Customer Service Specialist, you'll manage the entire customer journey, collaborating with internal and external departments to ensure every detail is handled with accuracy and care.

#### **What You'll Do:**

- **Order Management:** Handle everything from processing sales orders to coordinating deliveries and confirming shipments with the Despatch team.
- **Collaborate:** Build strong working relationships within the Customer Service Team and across other departments to support business goals.
- **System and Stock Management:** Use the JDE system to manage orders and despatch, oversee stock levels, and support forecasting using Logility.
- **Deliver Outstanding Service:** Proactively address customer needs with attention to detail and a courteous, problem-solving approach.
- **Drive Improvements:** Work alongside the Customer Service Manager to analyse performance data, uncover root causes, and implement initiatives to enhance processes.

#### **What We're Looking For:**

- Experience with MRP systems, ideally JDE or similar.
- Intermediate MS Excel skills.
- Knowledge of supply chain, customer service, or despatch processes.
- Excellent organizational skills with high attention to detail.
- Strong communication and problem-solving abilities.
- A collaborative mindset and a willingness to learn.

#### **Why Join Us?**

This is a fantastic opportunity to grow your career, develop new skills, and contribute to delivering exceptional service.

#### **How to Apply:**

Please apply sending your CV, quoting job reference number CSS/Dec/001 to [hr.recruit@rockline.co.uk](mailto:hr.recruit@rockline.co.uk).

**Closing Date: Friday 27<sup>th</sup> December 2024.**