

**Customer Service Administrator**  
**Glasgow**  
**Full time**

Our client is one of the UK's largest privately-owned distributors of steel tubes, fittings, valves & pipe supports. A privately-owned SME distributing pipeline equipment to the building services trade. Operating from 5 UK locations and profitably trading under current ownership for 19-years. Group turnover in the region of £22 million versus historic turnover in 2001 of £1million. A company with a demonstrable track record of responsible and profitable growth and job creation. A fully employee owned business where all 120 employees are shareholders of differing proportions. A business that fully delegates and empowers all employees to fulfil their career ambitions, enjoy their work and time with Shawston. Employees who think like business owners.

They are now looking to recruit an 'all round – hands on' Customer Service **Administrator to join our Glasgow branch**. Ideally you will possess a background from within engineering and have affinity with the product. This role would suit an individual who is looking to grow and develop with a forward-thinking company. **Our Glasgow branch is the smallest of our network across the UK but is the most efficient and successful, you will be joining a branch which is on a fast and exciting journey where growth shall bring opportunity. The candidate shall be supported to develop the branches Progress Department which shall deal with outstanding balances. The ideal candidate would work well within a very small team with a warm family feel.**

**Job Summary**

- Handle incoming phone calls and e-mails from an established customer base
- Process quotes for tenders or orders to place, chase customers for orders
- Process orders from all stages until invoiced#
- **Work closely with our supply chain and customer to fulfil orders**
- **Manage customer order balances**
- Maintain a high level of customer service
- General admin duties

**Background and Experience**

- Previous Experience within an **customer service/admin role**
- Working within a trade or distribution industry
- Develop and articulate solutions
- Always looking for creative ways to improve the business
- Understand the motivations and needs of the customer
- Enthusiastic, driven, creative and focused
- Able to initiate, manage and adapt to change
- An effective communicator with strong interpersonal skills and the ability to develop, maintain and exploit strong internal and excellent external relationships at all levels
- Able to challenge, question, persuade and influence at the highest levels
- Detailed knowledge of Microsoft applications/SAGE

#### **Candidate Characteristics**

- Customer Centric- Able to build and nurture long term relationships with customers
- Excellent communicator
- Tenacious
- Professional – attitude/appearance and values
- Results driven
- Proactive
- Highly organised
- Adaptable
- Capable of following procedures
- The ability to work with minimal supervision
- Highly organised/fast learner
- Key eye for detail
- Excellent customer service levels
- Computer and phone literate
- Team Player
- Enthusiastic
- Resilient
- Punctual

Apply here: <https://www.cv-library.co.uk/job/213406233/Customer-Service-Administrator>

Please do not apply for this role if you do not have the relevant experience.

No agencies please.

#### Shawston Manchester

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