

Join a dynamic business and own an equity stake!

Vacancy: Customer Service Administrator – High Wycombe

Being a fully employee-owned company means our employees think more like business owners and have a vested interest in the success and growth of the business. We actively encourage the mind set of **grow, innovate, evolve, invest.**

The innovative thinking and strategy set by the Shawston management team have allowed Shawston to mature and take stock of the pathway to success. Making strategic business decisions to benefit customers first: when they are happy, Shawston is happy, creating a spiralling effect providing benefits to the company, the employee shareholders and suppliers. Shawston operates a customer centric focus via the individuals that are responsible for its success.

Shawston have become a vital market leading supplier to both Mechanical Services and Fire Protection contractors and as part of Shawston's growth and continued expansion plans, we have an exciting new position available for a **Customer Service Administrator – High Wycombe**, working within the Fire Protection Team. Ideally you will possess a background from within engineering and have affinity with the products. This role would suit an individual who is looking to grow and develop with a forward-thinking company.

The role:

- Handle incoming phone calls and e-mails from an established customer base
- Process orders to place, convert quotes to orders
- Process orders from all stages until invoiced
- Maintain a high level of customer service
- General admin duties

Background and Experience

- Previous Experience within a customer service/internal sales role
- Demonstrable evidence of achieving and exceeding targets
- 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,

Shawston London

Units 8 & 9, Hillbottom Road, Sands Industrial Estate,
High Wycombe HP12 4HS

Company Registration No: 4251302 VAT No: 781 5359 06



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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/phone literate
- Team Player
- Enthusiastic
- Resilient
- Punctual

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

The application process:

Apply here: <https://www.cv-library.co.uk/job/216138954/Customer-Service-Administrator>

All candidates will be expected to have researched Shawston and be expected to attend a minimum of two interviews.

No agencies thank you.

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