



Be part of
something
GREAT



CUSTOMER SERVICE REPRESENTATIVE MANCHESTER

Precision. Engineered. Through our people, products and service.

IMI Precision Engineering is a world leader in motion and fluid control technologies. Wherever precision, speed and engineering reliability are essential; we deliver exceptional solutions which improve the productivity and efficiency of our customers' equipment.

As a business, we aim to UNDERSTAND our customers' challenges. We then CONNECT our products, people and expertise in order to DELIVER exceptional service and solutions. These IMPROVE the performance of our customers' machinery. We call this Engineering GREAT, and we deliver it to customers through a world-class portfolio of high performance products, through close partnerships and problem-solving, and through a global network of support which ensures reliable local delivery, all over the world.

Engineering GREAT is our vision – help us get there.

Job purpose

This position requires someone with a passion for Customer Service who has experience in dealing with customers via telephone, processing orders, managing customer order books and delivering the highest level of service to an industrial customer base.

The incumbent will be part of a dedicated team based in Manchester and will be expected to provide excellent customer care to all of our customers in support of IMI Precision Engineering sales strategies and working closely with Sales Management and Field Sales Engineers.

You will deal with incoming phone calls, emails and faxes, enter orders and provide quotations in a professional and timely manner in line with agreed KPI's. Develop good rapport and business relationships with key customer contacts in order to understand their specific requirements.

Location

Manchester Precision Engineering.

What we're looking for:

Be proactive at all times in promoting IMI Precision Engineering and resolving customer queries as efficiently as possible.

Be passionate and experienced in customer service with the ability to build relationships with and gain respect of customers and other internal IMI Precision Engineering functions.

Have knowledge of SOP systems.

Good understanding of Microsoft Office packages: Outlook/Word/Excel/Powerpoint.

Be able to demonstrate a positive can do attitude and work calmly under pressure.

Have excellent communication skills, flexibility, ability to work to deadlines and determination to see a job through to a satisfactory conclusion are essential for this role.

Closing date: 18 August 2017

Find out more

Please send an up-to-date CV with cover letter and current salary details to:

Claire Longdon – Human Resources Co-ordinator

Norgren Limited – Blenheim Way, Lichfield, Staffs, WS13 8SY

Telephone:- 01543 265427, internal 6427, or email – askhr@norgren.com

IMI
Precision Engineering