

JOB DESCRIPTION

Customer Services Executive

ACCOUNTABLE TO: Customer Services Manager

Location: Eastbourne

Full time: 38.33 hours per week - Monday to Friday 0800 – 1700 hours. Candidates may be required to work outside of these hours, when necessary, especially in busy periods.

CPI Group has an exciting opportunity for an enthusiastic Customer Services Executive to join our dynamic team.

CPI Group are a pan-European book printer and distributor with 17 manufacturing sites based within the UK, France, Germany, and Spain. We work in numerous markets including Trade (printing millions of Harry Potters, TikTok promoted books and the new Britney Spears Autobiography), to printing books for the academic and educational markets delivering school books and books on demand. The business is growing, and we are looking for energetic, creative, innovative team players to join us.

ROLE OBJECTIVES

The purpose of this role is to assist with the management of customer accounts. You will have excellent and proven administrative skills and a desire to work in customer services, if not already. Your excellent eye for detail and ability to build a trusted rapport with internal stakeholders and major customers whilst being able to make decisions under pressure will strengthen your application. It is essential that applicants have a good standard of education including Math's and English (or equivalent) together with unfailing good humour and a positive attitude.

RESPONSIBILITIES

The position involves:

- Managing customer expectations;
 - Actively advise, engage and empathise with the customer to deliver well thought-out, well executed on time solutions;
 - The role is both inward- and outward-looking and has a key role in a culture of service. The Customer Services Executive is expected to communicate and manage relationships (internal or external) with the same high professional standards, attention to detail, and professional courtesy;
 - Job order raising, entering and processing of customer content within our internal system;
 - Analyse quality of customer files and upload into Workflow;
 - Produce accurate Work Instructions;
 - Share responsibility for answering the overflow telephone line with other team members;
 - Ensure correct operating procedures are followed;
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KEY COMPETENCIES

- Efficient admin and IT skills, with the ability to grasp the technical job demands
 - Strong written and verbal communication skills, ability to communicate clearly within a team, to listen and to instruct
 - Demonstrate a commitment to providing a superior customer service experience
 - Work as part of a team and demonstrate a "can do" attitude to meet schedules. Qualities include integrity, honesty, inspirational, flexible, innovative and with the ability to empower others and be empowered
 - Able to organise/schedule own (and other's) time/activities and to monitor progress and to stay on top of workload
 - Excellent attention to detail
 - Good numeracy and literacy skills
 - Previous experience within book manufacturing, printing or allied industries will be advantageous, although if not full training will be provided.
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If this role appeals to you, please apply in writing with a current CV to Dayana Dimitrova, DDimitrova@cpi-print.co.uk

Applications to reach us by 1700 hrs, Friday 4th October 2024

If you currently work for CPI Group (UK) you must notify your Line Manager before you apply

