



# BOXTEC

Tech is in our DNA.

**Job Title: Customer Support Coordinator**

**Reporting to: Customer Support Manager**

**Location: Thame, Oxfordshire**

Box Technologies is part of the Flytech Corporation – a global technology business with over 500 employees with a market capital in excess of \$350 million dollars and our success means we are always looking to hire more winners for our team.

## + Overall Purpose of the Job

- To provide daily administration duties to support customer requirements, working closely with the Sales team to ensure an exceptional customer experience is obtained
- Establish and maintain strong internal working relationships with colleagues across all departments across the business, working collaboratively in order to achieve business goals and objectives

## + Day to Day Responsibilities

- Process all customer orders in a timely fashion; providing accurate sales quotations, following a clear sales ordering process, updating the order management system and the coordination of the order delivery
- Maintain accurate customer communication records through the use of the company management system
- Provide swift and effective responses to customer enquiries and deliver an exceptional customer experience
- Liaise across all internal business disciplines (i.e. Service Delivery, Technical, Production & Accounts) to resolve any queries regarding support, delivery or payment terms
- Support with the development of the customer feedback programme to capture and measure customer perception
- Identify and escalate opportunity for improvements with individual work instructions, process flows and/or expense
- Support the team with the delivery of customer requirements and ensure the customer receives an exceptional customer experience.
- Attend all required team meetings (except in the case of agreed holiday or sickness)

## + Skills and Qualifications

Essential	
	<ul style="list-style-type: none"><li>• Administrative experience in a similar role</li><li>• Strong interpersonal and communication skills (written and verbal)</li><li>• Process driven with a keen eye for detail</li><li>• Organised and methodical</li><li>• Strong IT skills, utilising MS Office365 applications for a varied number of daily tasks and ad-hoc analytical purposes (with a particular emphasis on MS Excel)</li><li>• Evidence of problem solving and issue resolution within a previous role</li></ul>
Nice to Have	
	<ul style="list-style-type: none"><li>• Experience working in B2B Sales/Marketing within the IT sector</li><li>• Experience using Access Dimensions or Super Office (or similar systems)</li><li>• Project Management Knowledge</li></ul>
Personal Skills	
	<ul style="list-style-type: none"><li>• Team Player</li><li>• Confident &amp; outgoing</li><li>• Determined &amp; resilient</li><li>• Can- do Approach</li><li>• Uses initiative &amp; applies common sense</li></ul>

## + Company Benefits

- Company Pension Scheme
- 25 days holiday (plus bank holidays), additional holiday for long service, up to a maximum of 28 days in line with company policy (pro rata for part time hours)
- Life assurance
- Additional lifestyle benefits
- Free parking