

Job Profile:

Organisational setup

- Position:	Spares Specialist
- Location:	Burton upon Trent, UK
- Department:	Customer Service & Support
- Reporting line:	Head of Customer Service & Support
- Reports:	N/A
- Indirect Reports:	N/A

Job Focus

This opportunity is for an experienced customer service specialist to join our Spares team within the Customer Service and Support function. Delivering first class service to customers across a range of sectors, globally including our subsidiaries. This role provides the opportunity for a creative and driven individual to work both strategically and operationally to make a significant impact on the business.

Main tasks & responsibilities

- Creating/maintaining relationships with customers.
- Researching parts from Archive.
- Process enquiries and sales orders received from Briggs Inc customers.
- Picking and despatching of orders and raising the required paperwork for overseas shipments.
- Liaise with Briggs Inc personnel regarding terms for Briggs Inc clients.
- Maintain appropriate levels of inventory.
- Participate in annual stock-take.
- Liaison with Accounts Department to ensure customers stay within credit terms.
- Maintain good housekeeping of the Archive area

Desired Knowledge & Professional Experience

- Basic understanding of engineering and engineering terms.
- An ability to read drawings
- Good cost negotiating skills
- Use of the company ERP system SAP (will be trained).

Required competencies & behaviour

- Result driven, confident and dynamic personality.
- Self-motivated and creative.
- Strong verbal and written communication skills.
- High level of integrity, open mindedness, and flexibility.
- Experience of working in fast paced multi-site/global business.
- Good understanding of Microsoft Office.
- Able to work well under pressure

Remarks:

This job description is issued as a guideline to assist you in your duties, it is not exhaustive.

Due to the evolving nature and changing demands of our business this job description may be subject to change.

You may, on occasions, be required to undertake additional or other duties within the context of this job description, and according to the needs of the Company.