

**Role Title:** Customer care support  
**Reporting to:** Office Manager  
**Status:** Office Team member

### Dimension of the Role

- To support the customer care department, processing orders using in house software, and following up the aftersales to ensure all interactions with customers and production are dealt with in the most professional and efficient manner and any exceptions are managed quickly and if appropriate, escalated.

### Principal Objectives

- An active member of the Office Team which maximises sales and always delivers exceptional customer service
- Attention to detail is critical whilst possessing the ability to prioritise workload to maximum effectiveness
- Ensure that all communication with team members is constructive and compliant to agreed timeframe and quality parameters
- Ensuring paperwork is filed correctly and archived each month.
- A general support for the office manager and team leaders in the order processing and customers service teams.

### Direct Reportees

- Not applicable

### Key Priorities

- Continual development of a continuous improvement culture supporting all Team members to actively contribute to ways of improving workflows
- Effective and clear communication both internally and externally on the barriers affecting success and a robust plan to eradicate and drive positive change
- Development of relationships with all UCD personnel through clear communication and regular face to face feedback
- Close liaison with the Customer Services and Order Processing team to ensure that all customer orders are effectively processed, and inventory is maximised
- Administer all correspondence with customers in writing with a particular focus on order amendments

### Key Objectives

- To greet all customers on telephone in a friendly and welcoming manner
- To ensure effective daily management of all external emails into UCD Inboxes
- To deliver accurate order logging and uploading data to start process
- To affect the printing of orders to start the order process paperwork cycle
- To ensure that all customer quotes are completed within 48 hours
- To verify that all customer orders
- To follow up on quotes
- To evaluate orders and inform customers of discrepancies, liaising with your team, including handovers.
- To manage company correspondence, complaints, and queries in an efficient and timely manner