

## **Customer Service Manager (Shipping)**

TA Savery & Co Limited is a World leader in the design and manufacture of safety critical equipment used in a wide range of applications in the Rail, Elevator and Industrial sectors.

Due to substantial growth and increased demand for our energy absorption products, we are looking for an experienced Customer Service Manager who possesses experience in overseeing shipping and sales order processing functions to join our team based in Coventry.

### **Job Purpose:**

To co-ordinate, drive, and work with the sales order processing and shipping teams to achieve best-in market Customer Service Levels by managing and exceeding customer expectations, covering Rail, Elevator, and industrial Sectors.

### **Customer Service Manager Key Responsibilities:**

- To manage / mentor the Sales Admin and Shipping teams, ensuring that the teams present a professional image of TA Savery & Co Ltd.
- To manage process compliance to shipping routines for all customers in Europe and the Rest of the World
- To process all data required in a timely manner, ensuring you exceed customer expectations. The primary functions will be quotations, order entry and providing necessary data on delivery.
- Working closely with all colleagues around the world within TA Savery & Co Ltd, in particular the Commercial Business Development Manager and Application Engineering team.
- Ensuring the company's MRP system (Salesforce) along with the QAD MRP system is maintained and kept up to date.

### **Customer Service Manager Key Requirements:**

- Customer service experience - resolving customer issues and maintaining high levels of service is essential.
- Experience of working and liaising with national and international customers.
- Experience or a strong knowledge of UK and International shipping processes (certifications, documentation, transportation etc.).
- Experience of working and liaising with national and international shipping agents.
- Sales administration / order processing experience.
- Experience of supervising / managing a team of people.
- Previous experience of Salesforce CRM & QAD MRP in a commercial capacity would be a distinct advantage.

### **What we will offer you:**

- Competitive Salary
- 25 days holiday entitlement + bank holidays
- Pension Scheme
- Life Assurance x3 of your salary
- 37 hour working week
- Flexitime benefit after successful completion of probation

**OLEO International is an equal opportunities Employer.**

**\*No agencies please.**