

JOB DESCRIPTION

Customer Service Executive

ACCOUNTABLE TO: Customer Service Teamleader

Location: Chatham

CPI Group has an opportunity for enthusiastic people 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!), 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 OBJECTIVE

We are looking for someone who thrives on working within our busy environment. They will be a people person able to build and sustain relationship with our customers & our team.

KEY COMPETENCIES

- Build & establish relationships with new & existing customers.
 - Personable with good communication and relationship building capabilities across all levels of the business.
 - Able to work in a fast-paced, changing environment
 - Able to work as part of a team and with own initiative
 - Ability to work under pressure to meet deadlines
 - Contribute positively to the effectiveness and efficiency of the Customer Service Department.
 - Problem solving skills
 - Able to work with a variety of software packages
 - Organisational, timely communication skills & professional attitude
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