

JOB DESCRIPTION

Senior Customer Services Executive – GPS



ACCOUNTABLE TO: Customer Services Manager

Location: Eastbourne

Full time: 38.33 hours per week - Monday to Friday 0800 – 1700 hours. Candidates may be required to work outside of these hours, when necessary, especially in busy periods.

CPI Group has an exciting opportunity for an enthusiastic Senior Customer Services Executive 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 OBJECTIVES

The purpose of this role is to assist with the management of Global Print Solution (GPS) customer accounts. You will have excellent and proven customer service skills whilst being able to make decisions under pressure. Your excellent eye for detail and ability to build a trusted rapport with major customers will strengthen your application. It is essential that you have a good standard of education including Math's and English (or equivalent) together with unfailing good humour and a positive attitude.

RESPONSIBILITIES

The position involves:

- Owning the delivery of service to the Customer by setting out and managing customer expectations;
- Actively advise, engage and empathise with the customer to deliver well thought-out, well executed on time solutions;
- The role is both inward- and outward-looking and has a key role in a culture of service. The Senior Account Executive is expected to communicate and manage relationships (internal or external) with the same high professional standards, attention to detail, and professional courtesy;
- Analyse quality of customer files and upload into Workflow;
- Produce accurate Work Instructions and Prices;
- Administer, produce and send various weekly and monthly reports;
- Ensure correct operating procedures are followed;
- Maximise quality and ensure spoilage is contained with set parameters.

KEY COMPETENCIES

- Demonstrate a commitment to providing a superior customer service experience
- Work as part of a team and demonstrate a "can do" attitude to meet schedules. Qualities include integrity, honesty, inspirational, flexible, innovative and with the ability to empower others and be empowered
- Strong written and verbal communication skills, ability to communicate clearly within a team, to listen and to instruct
- Excellent attention to detail with good admin and the ability to organise/schedule own (and other's) time/activities and to monitor progress and to stay on top of workload
- Competent working knowledge of MS365 Word, Excel and Outlook
- Technically competent/confident with ability to learn and cope with the job's technical demands
- Good numeracy and literacy skills
- Previous experience within book manufacturing, printing or allied industries will be advantageous

If this role appeals to you, please apply in writing with a current CV to Dayana Dimitrova, DDimitrova@cpi-print.co.uk

Applications to reach us by 1700 hrs, Friday 16th February 2024

If you currently work for CPI Group (UK) you must notify your Line Manager before you apply