



Swagelok Central UK

Job Title: **Customer Service Associate**

Job Location: **Warrington**

JOB DESCRIPTION

Main Purpose of Role

The Customer Service Associate will be responsible for providing exceptional customer service, offering support to the external and internal sales teams and processing quotes/orders timely and accurately. Ensuring customers receive a friendly and positive ordering experience that will encourage repeat custom and in turn contribute to the wider success of the business.

Duties of the Role

Managing Relationships

- Act as a first point of contact for customers, identifying and understanding the needs of the customer to provide the most appropriate solution whilst ensuring that the customer receives the highest level of service.
- Offer support to the external and internal sales associates in terms of identifying possible sales growth opportunities and referrals for technical conversations with the customer.
- Liaise with other departments within the business to offer a well-rounded service to the customer and ensure that the sales order experience progresses smoothly.

Quote Management: Enquiries

- Produce accurate quotations based on customer requests, interpreting customer RFQ to identify the customer account and the components to be quoted in accordance with the company's contract review guidelines.
- Communicate with the Swagelok manufacturing facility to quote made-to-order products and provide answers to first level product queries.
- Work within agreed service levels monitored by our email management system to ensure that quotation response to the customer is timely and exact.
- Maintain accurate data in our business system relating to part numbers, product descriptions and customer account details.
- Demonstrate thorough understanding of commercial terms & conditions and adhere to policies set by both the company and the corporate company.
- Continually seek to improve enquiry/quotation processes and measure effectiveness.

Order Management: Order Processing

- Process customer orders timely and accurately so that the transaction replicates the customer's order exactly in accordance with the company's contract review guidelines.
- Liaise with the Swagelok manufacturing facility to spot-buy made-to-order items, monitor the expected delivery of such items and expedite any delays to meet the customer's need dates.
- Work within agreed service levels monitored by the company's email management system to ensure that order acknowledgement to the customer is timely as well as being exact.
- Maintain accurate data in the business system relating to specific order requirements against customer accounts.
- Continually seek to improve order methods and processes and measure effectiveness.
- Follow agreed electronic document filing system process.

Responsibilities of the Role

Product and Service Knowledge

- Act as a first line of response for questions on products and services provided by the company referring to the engineering teams where more technical expertise is required.
- Undertake training on products and services offered including developing detailed knowledge of the part numbering system across core product groups.
- Resolve transactional or service-related problems by clarifying the customer's complaint, determining the cause of the problem, and carrying out the best resolution.
- Identifying opportunities for referral to our Marcoms Department to promote events and training services.
- Give support to fellow Customer Service Associates or any other person requiring knowledge from other departments.

The above list is not exclusive or exhaustive. You may be called upon to perform other duties appropriate to your role as and when necessary.

Additional Information about the Role (Working environment, international travel, driving license requirements, client entertainment etc.)

- Open office environment that encourages and facilitates a collaborative working culture.
- Some travel may be required to enable collaboration and networking with colleagues across our two locations.
- There may also be opportunities for some international and regional travel.

Person Specification (Qualifications, knowledge, skills and attributes)

Knowledge & Experience

- Experience working at a skilled level in customer service preferably in a commercial or business to business environment.
- Knowledge of SAP B1 business system or similar.
- Proficient in CRM software and Microsoft Office Suite, in particular Outlook and MS Teams.
- Commercial awareness through a combination of business knowledge, experience and understanding of varied industries.
- Excellent telephone manner.

- Experience in processing quotations and orders and promptly dealing with customer enquiries.
- Proficiency in both written and verbal communications.

Skills

- Excellent communication skills with the ability to establish rapport with customers.
- Exceptional customer service.
- Highly organised with excellent attention to detail.
- Strong analytical and problem-solving abilities.
- Ability to work under pressure and meet deadlines by prioritising and managing workload using own judgement.
- Problem solving skills and creative thinking.
- Excellent communication, interpersonal, and relationship-building skills.
- Excellent time keeping and time management skills.
- Demonstratable personal values that are aligned with Company Values.

Attributes

- Collaboration with colleagues, internal and external partners to achieve the best possible customer experience and get the best results.
- A positive and flexible attitude.
- A friendly and approachable demeanor with the willingness to help.
- Encourage and accept other viewpoints by listening carefully and attentively.
- Willingness to share and relay information e.g. in monthly or stand-up meetings.
- Ability to identify areas of self-development and a willingness to undertake any relevant training.
- Self-starter with the ability to work independently as well as part of a team.

Objectives of the Role

Customer Relationship Management

- **Specific:** Serve as the first point of contact for customers by addressing and resolving customer inquiries within defined timescales.
- **Measurable:** Track and log the number of resolved customer inquiries daily in line with set KPIs.
- **Achievable:** Use company CRM tools and regular training on customer service best practices to meet this goal.
- **Relevant:** Ensuring high levels of customer satisfaction contributes to repeat business and aligns with the company's overall customer-centric strategy.
- **Time-bound:** Achieve this goal by the end of each quarter, reviewing progress monthly.

Timely and Accurate Quotation Management

- **Specific:** Produce and send accurate quotations for customer inquiries, ensuring responses adhere to SLAs.
- **Measurable:** Use the email management system to monitor response times and maintain accuracy of quotations.
- **Achievable:** Use the relevant business systems to manage quotes and data entry, while coordinating with other departments to ensure timely delivery.
- **Relevant:** Timely and accurate quotations are crucial for maintaining customer trust and facilitating potential sales growth.
- **Time-bound:** Consistently meet this objective, with a formal review at the end of each month.

Order Processing Efficiency

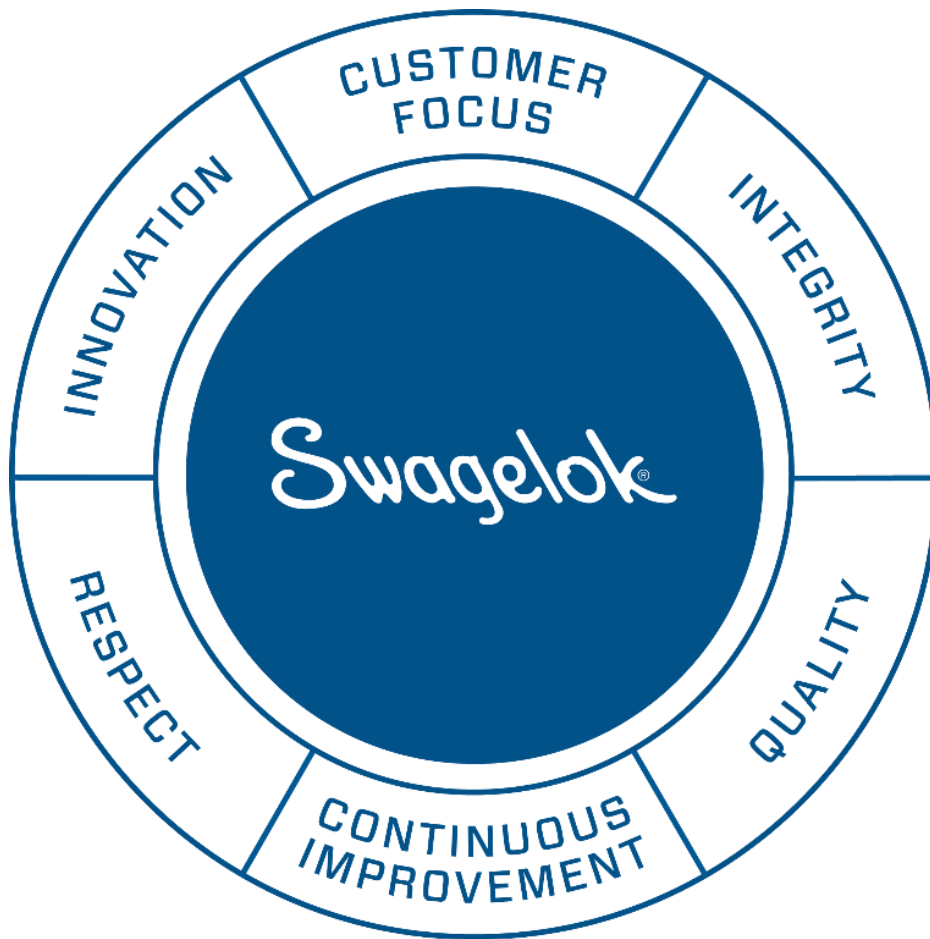
- **Specific:** Process customer orders, ensuring responses adhere to SLA's, ensuring all orders are correct and meet customer expectations as per company guidelines.
- **Measurable:** Track the time taken to process each order, aiming for zero order errors, and maintaining accuracy of processed orders.
- **Achievable:** Utilise existing tools like the contract review guidelines and ensure continuous coordination with the Swagelok manufacturing facilities for made-to-order products.
- **Relevant:** Accurate and efficient order processing ensures smooth operations and strengthens customer relationships, promoting repeat business.
- **Time-bound:** Consistently meet this objective, with a formal review at the end of each month.

Product and Service Knowledge Development

- **Specific:** Complete product and service knowledge training in line with a personal training plan with a focus on accurately handling first-level product inquiries without escalation.
- **Measurable:** Complete initial product training within first three months, and ongoing thereafter as part of your personal development plan.
- **Achievable:** Leverage internal training sessions and knowledge-sharing from the engineering team to boost confidence in product knowledge.
- **Relevant:** A deep understanding of the company's products allows for more effective customer service, reducing escalations and improving customer satisfaction.
- **Time-bound:** Complete the training as defined within your personal training and onboarding plan.

Process Improvement and Innovation

- **Specific:** Identify and propose two process improvements for quotation or order management systems within the first 6 months, aiming to reduce processing time or create an improved experience for the customer.
- **Measurable:** Document and submit improvement proposals and measure the impact through a reduction in the average processing time, increased CSAT.
- **Achievable:** Collaborate with the team to identify bottlenecks and propose solutions based on day-to-day experiences.
- **Relevant:** Continuous improvement of processes aligns with the goal of operational efficiency and superior customer experience.
- **Time-bound:** Propose improvements and measure results over the following quarter.



Integrity: Choose to do the right thing with courage and character.

Quality: Provide high value and high performance in our products, processes, and services.

Innovation: Challenge conventional wisdom to create new value for the customer.

Continuous Improvement: Systematically and consistently do things better.

Customer Focus: Create value for the customer to create value for Swagelok.

Respect for the Individual: Commit to the success of each associate through an environment where people are trusted, respected, and treated fairly.

Our Guiding Principles



We are
Passionate About
our Customer's
Success



We Deliver the
Highest Quality
and Work to the
Highest
Standards



We are Pro-Active
and Responsive
to our Customers



We Commit to
Open and Honest
Communications
– We Do as We
Say



We Take a Fair
and Ethical
Approach

Our framework is to make decisions and shape the way we should act in the best interests of our customers.