

## **Customer Service Assistant**

### **Filling Machinery Manufacturer**

**Nelson, Lancashire**

**£ Competitive + Benefits**

Riggs Autopack Ltd. is a highly respected manufacturer of liquid filling machines which are supplied to the UK and worldwide food producers and wider general industries.

Many of our customers are household names, and you've probably had more contact with us than you realise – as the machines that we design and build in Nelson will have been used to pack many of the products you have in your home!

Established in the 1930's, we remain a strongly customer-driven business with an emphasis on first-class service.

Produced within our modern manufacturing facility, our machines have a second-to-none reputation for quality, accuracy and reliability.

Due to continually increasing activity within the spares and customer service part of our business, which now accounts for nearly 1/3 of our activities at Riggs Autopack, the need has arisen to recruit a person to the permanent position of Customer Service Assistant.

Reporting to the Customer Service Manager, the duties of the role will include:

- Dealing directly with incoming enquiries via telephone and email;
- Verbally and electronically quoting customers' part details, price and availability;
- Producing system generated quotations where required;
- Creating customer sales orders on the mainframe system;
- Liaising with stores on urgent same day despatch requirements;
- Selecting applicable items from stores, ensuring they are packaged safely and securely for despatch;
- Completing export documentation as and when necessary;
- Other customer service matters delegated by the Customer Services Manager for action;
- Any other duties as may be reasonably expected to assist in meeting business needs.

The following skills/experience are necessary:

- Good customer interpersonal skills and a friendly manner both face to face and over the phone;
- Computer literate: with the ability to learn the applicable mainframe functions to be able to answer customer queries and undertake their instructions;
- The ability to maintain high levels of accuracy and attention to detail.

Full training on the systems used to satisfying customer queries will be provided, as well as continuing support and guidance.

To register your interest and apply, please send your CV to [recruitment@riggsautopack.co.uk](mailto:recruitment@riggsautopack.co.uk) in the first instance. All applications will be treated in the strictest confidence.