



ventec
INTERNATIONAL GROUP

Customer Service Representative

Ventec Central Europe / Leamington Spa, UK

Ventec International Group, a leading publicly listed (Taiwan) global manufacturer of base materials & products for the PCB-Industry, is looking for a dynamic and professional Customer Service Representative to join their UK team at the facility in Leamington Spa, UK.

As **Customer Service Representative** you will be a key member of our busy Customer Service/Internal Sales Team. You will provide great sales and customer service support and respond to the needs of customers.

Duties and responsibilities are, but not restricted to:

- Respond to and follow up on all sales enquiries by telephone and email in a timely manner.
- Make rapid accurate cost calculations whilst providing customers with verbal and written quotations.
- Accurately input data and information onto our bespoke ERP system and produce sales order confirmations for customers.
- Produce job cards for use by the Warehouse and Production Team from the ERP system
- Accurately produce Certificate of Conformance, and invoices on completion of sales orders.
- Maintain a daily work schedule to ensure customer expectations are met (In conjunction with the Warehouse and Production Team).
- Support of External Sales colleagues with data and information
- Maintain and develop both existing and new customers through individual account support.
- Maintain accurate, friendly, efficient all-round communication with customers and colleagues.
- Support development of continuous improvement.
- Gain a clear understanding of customers' businesses and requirements.
- Regularly working with colleagues in Asia, USA and Germany.
- Arrange shipments of materials by road, sea and air.
- Ensuring all import documentation is filed in the correct manner.
- Support the arrangement of cost-effective transport of materials from the UK to European customers.
- Track UK and international deliveries to ensure that they are delivered in a timely manner
- Circulation of weekly sales and operational reports to Management.
- Understand the significance and importance of the sales desk and its role within the business.

Essential:

- Computer Literate
- Proficient with Microsoft Based Programmes
- Pro-Active
- Willingness of continual Improvement through training
- Team Player
- Able to commute daily to the office

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Desirable but not essential as full training will be provided:

- Knowledge of ISO 9001:2015 / AS9100D
- Previous Customer Service Experience

What we offer in return:

- Competitive Salary
- Competitive Annual Leave of 25 days Plus UK Bank Holidays.
- Free Onsite Parking
- Uniform provided

Additional Benefits, available after successful completion of probation:

- Private Healthcare
- Company pension scheme
- Life Insurance
- Bike-to-work-scheme

Please apply in the strictest confidence, enclosing your CV to: jobs@ventec-europe.com