



Customer Services Co-ordinator

We are an international chemical distribution and related service company and are looking for a Customer Services Co-ordinator to join our friendly team in Runcorn, Cheshire.

This is a very exciting position with a large focus on commercials and the role would suit someone who would like to excel their career in this area. We offer a competitive salary, benefits package and the chance to be part of a fast-moving company. The right candidate will also be considered for an industry-leading development programme for Future Leadership.

About Banner Chemicals

Banner Chemicals, a 2M Group Company, is headquartered in the UK. With customers all over the world, Banner Chemicals strives to deliver chemistry-based solutions for a better life today and a better world tomorrow. We supply chemicals and offers technical knowledge worldwide for a range of industries including Household, Industrial and Institutional Care, Automotive, Aerospace, Oil & Gas and Water Utility industries. As part of the 2M Group of Companies, we provide customers with market leading commercial and technical expertise.

What we offer

Job type: 12 Months Fixed Term Contract

Salary: Competitive

Work environment: Office-based with some home working

Location: Head Office, Runcorn

Key Responsibilities

- Liaise with site operations, transportation and manufacturers with regards to supply chain matters
- Assistance with day-to-day operations, including coordinating orders and raw materials.
- Building relationships with current and potential customers, including visits to customers with the Business Manager
- Coordinating collections and deliveries with customers and site
- Assist Business Manager with potential new business enquiries.
- Place purchase orders with suppliers and manage intervening processes through to delivery.
- Support the Business Manager and business unit.
- Communication with customers to update blending schedules, delivery times, etc.
- Produce new product set-ups for bulk and packed goods.
- Attend meetings and training as appropriate to widen personal knowledge of the business.

Skills, Qualifications & Experience

Essential

- Experience of working in the chemical industry or a similar role.
- Proficient in Microsoft Office, especially Outlook, Excel & PowerPoint.
- Ability to deliver impeccable attention to detail and accuracy.
- Strong communication and organisational skills
- Ability to exceed deadlines.
- Excellent interpersonal skills and an effective team player
- Ability to prioritise workload and ability to work under temporary pressure

Desirable

- Experience of working in the chemical industry.
- Experience of working in a busy, fast-moving environment.
- University Degree (BA/BS) in a science/ business related study