

Customer Service Area Coordinator

Do you have a passion for customer service and sales with an interest in science, that can be later be applied to other roles within the wider industry?

Are you a great communicator that can deliver exceptional customer service in a busy environment?

Looking for an exciting new challenge working for a growing, successful, and innovative company where your hard work and creativity is valued highly?

As part of our Internal Sales team, you will be integral to the success of our customer relationships.

Joining a friendly team in which we encourage great teamwork and collaboration, our team of Customer Service Area Coordinator make sure that our customers feel known, cared for, and well supported.

What you'll be doing

- Developing and maintaining customer relationships
- Actioning all incoming customer enquiries and orders promptly and efficiently
- Comprehensively promote the company's product range and services to all current and prospective customers
- Working in partnership with a field based External Account Manager to proactively increase sales

In joining this fantastic business you will have the opportunity to learn more about the chemical industry, their customers/suppliers, and the innovative product range Surfachem offer.

Your background

Must have skills and experience

- Exceptional communicator
- Strong organisational skills
- Efficient and through, with an excellent attention to detail
- A flair for multi-tasking and deadline management
- Able to work well independently and as part of a team
- Proficient in Microsoft Office

Bonus to have

- Confident working in a Sales environment
- Life-science degree

What we can offer you...

Flexible working hours with a minimum of 3 days a week in the office

Career development opportunities

A dynamic and friendly environment

Generous holiday allowance with buy/sell holiday scheme

Private medical healthcare

Excellent contributory pension scheme

Mental and physical wellbeing initiatives

Volunteering days

A bit about us...

Surfachem are a chemicals distributor based in the UK, with offices throughout Europe. We sell the building blocks of thousands of products which you'll use every day including cosmetics, beauty products, pharmaceuticals, and cleaning solutions.

Our customers come to us for market knowledge and technical support, so that they can develop the next generation of consumer products. Beyond that, we are a friendly team that work together to get things done. We trust everyone equally and fairly and encourage our people to be truly creative and think outside the box.