

## **T Customer Service Co-Ordinator - Stowlin Ltd.**

### **Permanent/Full Time**

We are seeking a **Customer Service Coordinator** to join our dynamic team, based at our Leicester Site. This role involves working closely with customers, Account Managers, and internal operations to ensure seamless sales order processing and exceptional customer service. If you have excellent communication skills, attention to detail, and a proactive attitude, we'd love to hear from you.

### **What you'll be doing...**

Reporting to the Business Director, you will be the primary contact for customers, Account Managers, site operations and transportation regarding sales order related inquiries.

- You'll manage the entire sales order process from placement to delivery, ensuring timely and accurate execution.
- Regular communication with customers and internal teams will be essential to maintain smooth operations and regulatory compliance.
- Support Account Managers with critical customer insights and contribute to sales development by attending meeting and product training sessions to help grow the business.

### **Your background...**

#### **Must have...**

- Customer Service experience
- Excellent computer skills.
- Strong communication skills
- Be a self-starter and be able to resolve problems/issues.
- Ability to use own initiative as well as being a team player.
- Ability to prioritise workload and multitask.
- Able to adapt quickly to changing market conditions.

#### **Nice to have...**

- Chemical/process knowledge.
- Fast paces manufacturing/distribution facility experience.
- Experience in Chemical Distribution

### **What we can offer you...**

- Flexible working around core hours of 9am - 5pm
- Career development opportunities
- Generous holiday allowance with buy/sell holiday scheme.
- Mental and physical wellbeing initiatives
- Volunteering days

**A bit about us...**

With customers all over the world, Banner Chemicals strives to deliver chemistry-based solutions for a better life today and a better world tomorrow. Headquartered in the UK, we supply chemicals and offer technical knowledge worldwide for a range of material science industries.

We offer an innovative, inspiring, and truly creative environment where we motivate and encourage brand new ideas, contributing to providing the best of the best commercial services to our clients.

As part of the 2M Group of Companies we are a friendly team with an innovative culture that works together to get things done. We trust everyone equally and fairly and encourage our people to be truly creative and think outside the box.