

International company based near Leicester is looking for a **French speaking Customer Service Advisor**. This is a new role where you will actively respond to customer requests and needs, as well as liaising, co-operating and communicating with other appropriate departments to ensure customer's requirements are met. This is a 360 degrees job as you will visit/contact existing customers either at the request of the Customer Services Manager or to an agreed schedule to ensure we maintain existing business, and also that we develop and gain more growth from existing accounts.

IMMEDIATE START!

ROLE :

- To handle and develop existing accounts nominated by the Customer Services Manager.
- To visit existing customers, once fully trained in all aspects of our product ranges.
- To deal effectively with customer correspondence, telephone calls or any other means of communication in relation to sales enquiries, sales orders and queries.
- To complete all necessary documents, in accordance with office procedures in order to expedite orders, enquiries or queries.
- To maintain an efficient filing system, in accordance with office procedures
- To be aware of delivery expectations and keep customers informed in the event of a delay.
- To progress chase any outstanding items, including proofs, samples delivery schedules, etc.
- To prepare and present quotations to customers. To follow up as necessary.
- To contact existing customers on a time schedule as mutually agreed with the customer.
- To communicate with work colleagues, irrespective of discipline or function to agree daily, weekly and monthly priorities.
- To ensure the Customer Services Manager is kept fully informed of sales activities.
- To carry out any reasonable administrative duties and any other duties which maybe required from time to time.
- Prepare at request weekly/monthly customer data (i.e. Delivery performance/order patterns/stock holding patterns, etc)

PROFILE:

- Fluent French and English
- Basic understanding of working procedures within a within a Customer Services department/ account responsibility
- Ability to carry out administrative functions accurately and efficiently
- Computer skills (Word, Excel, Powerpoint) intermediate to advanced level particularly in excel
- Attention to detail and accuracy
- Ability to develop empathy with colleagues and customers
- Commercial understanding and awareness
- Confident communication / presentation skills
- Team working experience
- Possess negotiation skills
- Numerical / verbal reasoning skills (SHL test) at management norm
- UK driving licence

SALARY :

between £25k and £30k/pa depending on skills and experience