



SPECIALITY DRINKS

SUPPLIERS TO THE TRADE



Speciality Drinks

CUSTOMER SERVICES ADMINISTRATOR

Are you passionate about the drinks industry? Do you live and breathe exceptional customer service? Does the idea of dealing with more than 10,000 spirits, Champagnes and drinks from across the globe and bygone eras excite you? If so, you could be exactly the person we're looking for.

Speciality Drinks has a new opening for a **Customer Services Administrator**.

The role will be based Monday-Friday in our Head Office – Elixir House in Park Royal, north-west London – where you will be surrounded by the most amazing colleagues and products, and a wealth of resources.

Reporting to the Customer Services Team Leader, you will work to ensure exceptional customer service is given at all times and all orders are fulfilled within the agreed Service Level Agreement. You will have strong customer service and administration skills, with the ability to multi-task and work towards tight deadlines.

We are looking for the role holder to be flexible and able to adjust to a broad and fluid set of tasks, with a desire to join our team to ensure all opportunities are realised and we continue to offer a first-class customer experience.

The following attributes are essential to ensure you thrive in this role:

- Excellent planning and organisational skills in order to meet required deadlines.
- Strong numeracy, literary and IT skills; Microsoft Office Suite; Word, Excel, Outlook.
- Ability to remain calm under pressure.
- A high degree of accuracy and attention to detail.
- Self-motivated and results driven.
- Experience in high customer focused environment.
- Professional and friendly manner with the ability to build rapport.

- Able to communicate well with others and strong interpersonal skills.
- Team skills – able to support other team members where possible.
- Demonstrate a pro-active 'can do' attitude.
- Flexible, reliable and hardworking.
- Commercially aware.

At Speciality Drinks we continually strive to exceed our customers' expectations by providing the very best service, support and product range.

We are at the cutting edge of the spirits industry in terms of products, ideas and activities. Our goal is to share these ideas with our diverse cross-section of customers to inspire them to improve, stay ahead of the competition and grow our business together.

In order to truly succeed in this role you need to be capable of and committed to:

- Correctly input orders into the economic resource planning system (Defacto), whilst checking delivery dates in a timely manner.
- Confirm orders with customer, confirming delivery date and time and stock information.
- Communicate with all clients in a professional manner.
- Create collection notes for customer returns.
- Arrange online bookings via portals to book in customer deliveries.
- Process order payments.
- Update online ordering systems with customer invoice details.
- Update account delivery details keeping the warehouse team informed of any changes.
- Offer full administration support to Account Managers.
- Attend in-house training as and when required to build product knowledge.

If you think you have what it takes, please contact us now at careers@specialitydrinks.com