

## Vacancy: Sales and Service Coordinator

Department: NST

### Summary

We have an opportunity for someone to join our National Service Team as a Sales and Service Coordinator. Reporting to the Team Leader this position will deliver 'best in class' customer service to the NST Clients. This includes understanding key clients, managing their queries/requests and ensuring Service Level Agreements are met.

### Duties

- Receive customer enquiries for Reconomy's products and services, placing orders with supply chain and converting them into bookings.
- Maintain customer data and customer interaction on Reconomy's systems.
- Establish a working relationship with the designated customers and internal contacts ensuring any complaints are dealt with efficiently
- Ensure quotations for products and services are raised in accordance with the notified KPI's and the customer's SLA.
- Record, monitor and review site value (Purchase Order) limits.

### Ideal Person

Key behaviours for success at Reconomy:

- Hungry for success
- Teamwork
- Customer centric
- Results focused

### Skills and Experience

- Excellent communication skills and telephone manner.
- Fully conversant with Microsoft Office.
- Experience within a fast-paced demanding environment.
- GCSE C grade Maths and English or equivalent.
- Organised, methodical and logical approach to work.

**Salary:** Competitive

**Contract Type:** Permanent, full time

**Application:** To apply for this position, please submit your CV and covering letter to the Head Office Recruitment Team preferably via email – [recruitment@reconomy.com](mailto:recruitment@reconomy.com)



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