



CUSTOMER SERVICES ADMINISTRATOR

We are a manufacturer of orthopedic components/materials manufactured to high specifications for the medical industry. Our focus is to supply high quality medical products to exacting customer and international specifications, supported by our technical department, which can test polymeric materials to the highest standards. We are looking for a highly motivated individual to join our Customer Services Department.

KEY ACCOUNTABLE AREAS:

- Ensuring Customer satisfaction is achieved
- Providing help and advice to customers
- Sales order processing and invoicing
- Quote stock availability and prices
- Create proforma invoices
- Coordinate export shipments, expediting when necessary
- Production of relevant export documentation
- Responding to customer's queries
- Preparation of quotations
- Keeping accurate records of discussions or correspondence with customers
- Correspond daily with customers and sales force via fax, phone and e-mail
- Research shipping discrepancies, credit and debit claims
- Act as cover for Reception duties as and when required
- Assist Accounts Department with resolving remittance discrepancies
- To support the activities of the Sales & Marketing Manager
- Provide support and assistance to all department personnel as required

THIS EXCITING POSITION REQUIRES A PERSON WHO IS:

- Methodical and meticulous approach
- An effective communicator - written, verbal and through various media
- A good team player
- Conscientious and has a self-disciplined approach
- Motivated and flexible in their approach
- Ability to self-manage as well as working as part of a team
- Excellent time management and multi-tasking skills
- Capable of producing high quality written material by hand
- Capable of resolving disputes
- Computer literate

REQUIRED QUALIFICATIONS:

- NVQ levels 2 and 3 in Customer Services or equivalent qualifications/working towards
- Previous experience of working in a customer services team, customer facing or similar role

HOURS OF EMPLOYMENT

- Hours of Work:
08.30 to 17.00 Monday to Thursday which includes 1 hour lunch break, 08.30 to 13.30 Friday (35 Hours)
- Due to the nature of the work, you may be expected to be flexible with regards to working hours and breaks to enable the best efficiency and utilisation during the daily period
- Duties and hours may vary dependent upon workload

Please forward your CV and salary expectations to Jade Kelly, Customer Services Manager via E-mail: kelly@orthoplastics.com

Closing Date: Sunday, 5th July 2026

Please be aware interviews may take place prior to the closing date

Agency CV's Are Not Being Accepted for This Position