

CUSTOMER OPERATIONS ADMINISTRATOR

Nuneaton

Full Time, Fixed Term Contract until 30th June 2022

YOU'LL MAKE CONTRIBUTIONS THAT MATTER BY...

- Receiving and validating customer claims and credit note requests, ensuring that levels of accuracy and timeliness is achieved.
- Working to identify potential and actual service issues and implementing solutions in liaison with the customers and relevant internal departments.
- Delivering high standards in administration of delivery documentation and department records, in line with corporate and HMRC audit requirements.
- Providing cover for reception promoting the high standards and reputation of the site and ensure that every visitor is made to feel welcome.
- Contributing to projects and initiatives within Customer Operations to continuously improve the Saputo Dairy UK (SDUK) supply chain.
- Demonstrating and promoting teamwork, always acting in unity with our corporate ethics and values.
- Receiving, validating and processing customer sales orders within agreed timescales.
- Receiving, investigating and processing customer claims and pro-actively resolving ongoing issues to improve service levels.

YOU'RE BEST SUITED FOR THE ROLE IF YOU ARE...

- Able to demonstrate strong verbal and written communication skills with confidence and the ability to communicate at all levels of management, both within SDUK and the external customer base are essential.
- Able to set up spreadsheets and manipulate data.
- Able to demonstrate excellent organisation and time management skills.

WE SUPPORT AND CARE FOR OUR EMPLOYEES BY PROVIDING YOU WITH...

- Completion bonus
- Long service recognised every 5 years
- Generous employer pension contributions and Life Assurance
- Health Cash Plan - claim money back up to a set limit of c.£700 per annum on essential healthcare
- Free, onsite parking
- Discounted branded products and a subsidised staff restaurant
- 25 Holidays + 8 bank holidays (per annum, pro rata)
- My Staff shop - access to exclusive benefits, free advice and savings - providing great discounts from thousands of the UKs largest retailers & service providers.
- This role isn't eligible for visa sponsorship

We support employment equity. Saputo strives to embed diversity and inclusion in its operations and invites candidates from all horizons to join our team.

To apply please email recruitment@saputo.com

Closing Date: 26th January 2022. Applications received after this date may not be able to be considered.