

Discovermore

Customer Service Liaison Officer

Department: Market Support

Hours per week: 37.5

Basis: Permanent

Job Purpose

The Customer Service Liaison Officer provides outstanding customer service to all markets, dealing with queries effectively and processing all orders accurately and in a timely manner.

Key Responsibilities

- Provide a quick and accurate response to orders and queries
- Process all orders and queries as directed by management
- Maintain accurate and timely order entry to ensure deadlines are met
- Report on any out of stock products for all markets
- Maintenance of UK database
- Co-ordinating orders for non-allergy products and ATL probiotics
- Providing innovative solutions to customer problems
- Liaising with despatch department to ensure delivery dates are met
- Liaising with planning department to ensure stock is available and orders can be fulfilled
- Communicating with ATL affiliates and distributors, to ensure that orders are met

Knowledge, Experience & Skills Required

- Experience within a customer services role within a commercial environment
- Proficient use of Microsoft Offices
- Excellent communication skills (written and verbal)
- Able to react quickly to demands and provide excellent customer service
- Excellent attention to detail



If you are interested in this role,
a job description is available on request.

Please send all applications to:
careers@allergytherapeutics.com

**Allergy
Therapeutics**