

Customer Service Coordinator (Order Controller)

Reporting to: Customer Service and Accounts Receivable Manager	Direct Reports: N/A
Department: Operations	Location: Stoke on Trent
Contract Type: Permanent	

Company Information

Established in 2000, Clinisupplies is a UK based medical devices company specialising in the manufacturing and marketing of products for the primary and secondary healthcare sectors.

Mission

To enhance quality of life and provide peace of mind

Vision

Access to precision medtech for every patient, globally

Values

- Agile
- Inquisitive
- Collaborative

What do we stand for?

Same on outcomes. Better on price

At Clinisupplies, we want to make a difference in healthcare. That means understanding our customers' needs and delivering on their biggest priorities. We recognise that the NHS needs to offer quality of care and save money – that's why Clinisupplies offers products that are designed to deliver value to customers. With a strong focus on Urology, Wound & Skin care, and Wound Closure, our products and services are developed to assist clinicians and patients, with practical solutions that provide high quality outcomes at an exceptional price.

Role summary

The Order Controller is responsible for warehouse coordination and assisting query resolution for the customer service department; acting as a key link between Clinisupplies and our 3PL logistics team ensuring order management is consistently sustained to drive our business performance and sales targets.

The key focus of this role is to be the main link between Clinisupplies Customer Service Team and the 3rd Party Logistics team at Stoke Warehouse, for all telephone/email/teams enquiries. Dealing with Trade/Sample Sales orders, the role is to ensure on time delivery of all sales orders at the Stoke Warehouse which will include resolving product queries, delivery issues, stock discrepancies and raising issues to the Customer Service Team and the Customer Services and Accounts Receivable Manager where necessary.

Success in this role will be driven by the ability to listen to the requests from the Customer Service Team, understand their queries, act quickly to provide answers and give constant updates/feedback whilst being professional and understanding of the situation. You will be providing first class customer service and will need to work closely with internal business units as well to ensure business and customer objectives are achieved.

With our mission to enhance quality of life and provide peace of mind to our patient and customer base, this is supported through the service offered.

Key Responsibilities

The following provides an indication of the key responsibilities involved in this role but is not intended to be an exhaustive list of all the duties that you may be required to do

- Main point of contact via telephone/email for the Customer Service Team in relation to resolving discrepancies in a timely fashion. This covers the following query types:
 - Orders
 - Delivery/Stock Queries
 - Complaints
- Responsible for all initial communications with Customer Service Team within their agreed timescales, acknowledge all the emails sent by Customer Service and Sales Order Processing as a priority
- Manage investigations for the discrepancies Customer Services receive (missing stock, over deliveries, damages, delayed orders, no delivery notes)
- Liaise with our 3rd Party Logistics Provider - Trans Haul to ensure customer orders are dispatched on time in order to fulfil customer orders
- Obtain Proof of Delivery for Trade Customers/Samples from 3rd Party Logistics Team and Couriers, help with saving all the POD's and paperwork – scanned in Clini-TH drop box folder
- Manage images taken for all the deliveries where required for specific customers
- Arrange and manage uplifts when required
- Create paperwork for export order dispatches
- Ensure that all queries are dealt with in a courteous, professional and prompt manner
- Review/action the Daily Order Report for Trade/BD and Sample Orders sent by Customer Services/Sales Order Processing team relative to on time delivery of orders for the following day with the 3rd Party Logistics team by 9am and follow up by 2pm if any issues still need resolving
- Assist reporting of out of stock situations to the Customer Service Team
- Organise, manage/investigate physical and warehouse stock level queries
- Chair daily activity call at the end of each day
- Assist in managing the inbound bookings of containers
- Manage the outbound logistics coordination to obtain booking slots and ensure transport is booked for day before order is due on site
- Provide holiday and sickness cover where required within the Customer Services Department
- General office duties within the Customer Services Department
- Carry out any other reasonable Customer Services related work requests from the Customer Services Manager from time to time
- Work in a responsible and safe manner having regards to own and others' health and safety at work

- Attend compulsory and other training and development opportunities as and when required

Skills and Experience required:

- Numerate and PC literate with excellent knowledge of Microsoft Office packages and database/CRM systems
- Previous experience of working in a customer services environment
- Excellent interpersonal skills with the ability to form strong relationships with people at all levels
- Ability to communicate clearly and professionally, both verbally and in writing
- A proficient problem-solver with a friendly approach to help identifying and exceeding our customers' needs
- Highly organised in managing your workload, responding to deadlines and meeting tight time-frames
- Ability to work collaboratively as part of a team as well as under your own initiative

Desirable:

- Knowledge of the MedTech industry would be preferable
- Good working knowledge of SAP
- Experience of working in a warehouse environment
- Previous experience of managing on time delivery of sales orders

Clinisupplies is dedicated to the continuous development of our employees and offer excellent career prospects for the right candidate. We offer an attractive benefits package including a competitive salary of £24,000 per annum, 26 days holiday (increasing with service), plus a day off for your birthday plus bank holidays, pension, life assurance and access to private healthcare.

Clinisupplies Limited is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.