



Kensa Group Ltd.

JOB DESCRIPTION

Job Title: Customer Support and dispatch Coordinator

Workbase: Mount Wellington Mine, Fernsplatt, Chacewater, Truro, TR4 8RJ

Line Manager: Finance Director

Environment:

Kensa Engineering was formed in 1999. The company has manufactured and installed over a thousand heat pumps of various types throughout Europe and manufacture ranges suitable for the domestic market and specifically designed for commercial applications.

Kensa are ISO9001 approved for the design and manufacture of heat pumps and hold a unique status as being accredited by the BERR for both the manufacture and installation of ground source heat pumps. Kensa were also a founding member of the Ground Source Heat Pump Association and play a major role in helping to raise the profile of heat pumps and formulate Industry Standards.

Kensa also advise many Government Departments and leading companies on the use and suitability of heat pumps in different applications and have become well known within the market for their honest and straightforward advice.

Duties and Responsibilities:

1. Provide exceptional customer service for Kensa Heat Pumps customers to ensure the customer experience remains personal, proactive, convenient and reliable.
2. Resolve product or service problems by clarifying the customer's complaint or query by determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment and following up to ensure resolution.
3. Enter new customer sales orders onto ERP system and liaise with sales representatives to ensure customer details, pricing and VAT are correct. Liaise with customers to obtain purchase orders where applicable.
4. Produce pro forma invoices for customers and take payments via online Virtual Terminal and post to customer account.
5. Contact customers to arrange delivery times to suit their installation timetable. Update the sales orders with correct delivery dates to help inform the production schedule. Ascertain and record site specific details to ensure deliveries to do not fail.

6. Liaise with third party suppliers to ensure correct ancillaries are delivered to customers in line with their specified delivery requirements.
7. Work with the production team to feedback specific customer queries relating to availability and delivery schedules.
8. Work with sales administration team to ensure correct paperwork is placed to enable product dispatch in line with customer requirements
9. Process daily customer product deliveries on the ERP system, ensure goods out have associated paperwork and arrange collection by third party hauliers.
10. Process repair orders and ensure goods out have associated paperwork
11. Process movement of finished goods to third party storage facilities
12. Process customer returns in line with company processes and to ensure quick customer resolution.
13. Develop and maintain relationship with third party hauliers to ensure customer experience remains positive.
14. Maintain records relating to stock held at third party locations
15. To actively and positively contribute to the appraisal process and to follow up agreed actions.
16. To work at all times in accordance with the Health & Safety at Work Act 1974 and to follow all company procedures and guidelines which assist this.
17. To work at all times in accordance with the company's Dignity & Diversity Policy.
18. To undertake such other duties as may be required within the general scope of the job.

Salary: £20,000 per annum

Other:

Please note this is fixed term maternity cover.

This job description may be subject to change, in consultation with the postholder, in response to new circumstances.