



## Customer Service Advisor

Wigan / Hybrid

Full Time

**Tremco CPG Europe** manufactures high performance building materials in order to solve the complex challenges faced by today's construction industry. With over 1,400 employees across Europe, we are committed to shaping a world where buildings and structures save energy, last longer and exceed sustainability benchmarks.

Reporting into the Customer Service Manager this role is the first point of contact for all Customer queries and the face of Tremco CPG

### The Role

- Building an excellent working relationship with the wider Customer Service team, working cross functionally across our brands and being an advocate for our One Team approach
- Collaboration with key stakeholders such as; Sales, Transport and Warehouse, Supply Chain, Customer Resolutions, Credit Control, Technical Support and Marketing teams
- Accurate and timely order entry and management of open orders, working with internal stakeholders to ensure the best level of service is provided to our Customers
- Taking calls and supporting our Customers with any queries that they may have, this can include; Delivery information, Stock Availability, Pricing, POD requests, Technical queries
- Able to assist customers with queries regarding product substitutions and navigating the online product catalogue
- Proactively contacting customers to place orders, upsell and build first class relationships

### Skills and Qualifications

- Proven experience within a Customer Service and Sales environment.
- Computer literate with intermediate Microsoft Office skills
- Experience working with SAP, Salesforce and Twilio is preferable but not essential
- Excellent Communication skills (written and verbal) with a keen eye for attention to detail

### Benefits

- A competitive starting salary
- Lucrative performance-based bonus scheme.
- A range of attractive benefits (pension, life assurance, private medical, perkbox, flexible salary sacrifice benefits and enhanced family friendly leave).
- 25 days holiday entitlement (excluding bank holidays) increasing to 27 days holiday following length of service with the business.



## Contact

---

Please apply exclusively with your CV to [uk.recruitment@tremcocpg.com](mailto:uk.recruitment@tremcocpg.com)

Become part of our team and shape the future of Tremco CPG Europe!

The Company is committed to the principle of equal opportunities and is opposed to any form of unfair discrimination on the grounds of race, sex or marital status, disability, sexual orientation, gender identity, gender expression and sex characteristics, age, religion, or belief. Candidates will be chosen on the basis of their ability and suitability for the role.