

VACANCY**Title: Customer Services Administrator (EE/AA)****Department: Sales****Duration: Permanent****Location: Hammarsdale, Outer West Durban****Job description:** Tasks will include, *but are not limited to:***Key Performance Areas (including but not limited to):**

- Processing of customer orders on XAL and filing signed order confirmations within prescribed timelines
- Acquiring delivery date confirmations from Production whilst maintaining awareness of capacity
- Liaise with warehouse/s and logistics in relation to deliveries, transport, stock updates, stock availability, and relevant documentation
- Liaise with the Converting Department in respect of lead times and capacity
- Ensure that customer orders are dispatched in accordance with terms and conditions of the sale
- Assist and support KAM's, and Sales Team with administration of Customer enquiries and purchase orders
- Capture sales forecast based on input from KAM and other sales team members / distributors / partners
- Handling and receiving general customer enquiries or queries
- Processing of;
 1. Sample requisitions
 2. Customer complaints, returns and credit notes
 3. Invoices in conjunction with receipt of delivery notes
- Assisting new customers with credit applications in conjunction with Finance department
- Fortnightly review and clean-up of open sales orders to ensure accuracy of sales and finance reports

Qualifications and Experience

- 1 – 2 Years in a similar customer services role
- Matric qualification
- Tertiary qualification/certification would be advantageous

Key Competencies

- Courteous attitude, team player, logical thinker with strong, lateral problem-solving aptitude
- Effective communicator - capable of using various forms of communication
- Sense of humour
- Adaptable, learner mind-set
- Detail oriented

Email CV's to: HUIS@fibertex.com**Closing Date: 31 January 2023**