

CUSTOMER SERVICE AND SALES CONSULTANT

We are on the lookout for an outspoken and vibrant individual to form part of our dynamic commercial team. This position is well suited for a person that values building and maintaining strong customer relationships.

Your role will be manage enquiries for the construction and building sector. Forecasting and Planning will be your best friends. You will attentively collate, prepare and submit orders timeously, within company processes and required timelines.

As a Customer Service and Sales Consultant, you will fulfil Fibertex South Africa`s internal mantra of collaboration, respect, openness, clear communication and it goes without saying . . . *fulfilling our business goals.*

A guideline of you daily tasks will include:

- Providing customers all pertinent information on products or services being offered, closing sales, helping increase brand loyalty and customer satisfaction, and responding to client inquiries and complaints in a satisfactory manner
- Processing of customer orders
- 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.
- Educate customers on features and benefits of all the company offerings.

Qualifications and Experience

- Minimum 5 years in a similar customer services and sales orientated role.
- A relevant tertiary qualification/certification would be advantageous.
- Experience in textiles, non-woven geosynthetic product or similar would be advantageous.

Our ideal candidate

You enjoy the motions of repetitive work and find fulfilment in meeting commercial targets. You take keen interest in investigating root causes of problems and resolve end to end to ensure order success. You have strong people skills with agility, in order to manage customer expectation and train customers on our business processes.

Your high emotional maturity will allow you to communicate effectively even in the face of chaos. You are proactive with an ability to think out of the box and fill your social cup by forming part of a fun loving team, in an open plan office with people that play just as hard as they work!

Preferably, you reside in Hammarsdale/Cato Ridge/Pinetown/Kloof or Hillcrest area and have reliable transport.

More about us

We are business that continuously strives to improve. Change, growth and development is our only constant. We do this by remaining open to each other through curiosity, support, understanding and encouragement. As a team, we envision to be each other's greatest cheerleaders. We prefer to unlock and enable individual strengths with an aim to have our people activated to be the best version of themselves. Thereon we watch the possibilities unfold as we strive to uphold our global motto of "Results are created by People".

Are you keen on joining a team that contributes to global success? Please go ahead and apply. Our People Department will take it from there. All the best!

Email CV's to: jobfsa@fibertex.com