



JOB DESCRIPTION

Job Title: **Made to Measure (M2M) Customer Service Advisor**
Department: Business Administration
Hours: 37.50 hours per week (8.30 – 5pm)
Location: Plough Lane, Hereford
Responsible to: Business Administration Manager

Job Purpose

To provide efficient and accurate order processing and frontline customer support, ensuring customer orders are inputted accurately, with enquiries managed professionally.

To fulfil the customer's operational requirements according to the Service Level Agreements (SLAs) ensuring they are consistently fulfilled in a timely and effective manner.

Areas of Responsibility

The M2M Customer Service Advisor is responsible for the accurate processing of customer orders and provision of day-to-day customer support within a dedicated client services team. The role acts as a key link between the customer and internal departments, ensuring customer requirements and contractual Service Level Agreements (SLAs) are achieved through efficient order management, effective communication, excellent service delivery, and proactive issue resolution.

Order Management

- Input customer orders accurately into the e-shop and ERP system
- Verify order information, pricing, product codes, and delivery requirements
- Monitor orders through to fulfilment and resolve any order discrepancies
- Maintain accurate customer and order records
- Process amendments, cancellations, returns, and credits as required

Customer Service

- Act as the first point of contact for customers by telephone, email and other communication channels
- Respond promptly, accurately and professionally to customer queries regarding orders, deliveries, products, and account information
- Resolve customer issues and complaints or escalate where appropriate
- Build positive relationships with customers and maintain a high level of customer satisfaction
- Provide professional and timely communication to customers

Customer Account Support

- Support the Business Administration team in delivering agreed service levels
- Liaise with warehouse, despatch and finance teams to ensure smooth order fulfilment
- Ensure enquiries, orders and requests are actioned within agreed timescales
- Track and communicate order status updates to customers
- Monitor outstanding actions and follow up where necessary to ensure completion

Administration and Compliance

- Maintain accurate documentation and records within the ERP system
- Support compliance with service level agreements, quality and ISO requirements where applicable
- Contribute to continuous improvement initiatives to enhance customer experience and operational efficiency
- Adhering to company policies, procedures and customer-specific requirements

Additional Requirements

Undertake any other duties as requested by your Line Manager, Managing Director or Senior Leadership Team

Skills and Experience**Essential Skills**

- Excellent customer service and communication skills, both verbal and written
- Strong attention to detail with a high level of accuracy in data entry and record keeping
- Proficient in the use of Microsoft Office applications, particularly Sharepoint and Outlook
- Strong organisational and time management skills with the ability to prioritise workload effectively
- Ability to work accurately under pressure whilst meeting deadlines and Service Level Agreements (SLAs)
- Professional telephone manner with confidence handling customer enquiries
- Strong problem-solving skills and the ability to resolve routine customer issues
- Ability to work collaboratively with internal departments including Finance, Warehouse, Despatch and Customer Service

Desirable Skills

- Proficient in the use of ERP systems
- Knowledge of order-to-cash processes
- Understanding of quality management systems and regulated environments

Essential Experience

- Previous experience in an administrative, sales administration, customer service, or client services role
- Experience managing customer enquiries via telephone and email
- Experience working to defined procedures, service standards, and performance targets

Desirable Experience

- Experience supporting a dedicated key account or customer contract
- Experience working to contractual Service Level Agreements (SLAs)
- Experience within a B2B customer service environment
- Experience in warehousing, fulfilment, logistics, medical devices, pharmaceuticals, or healthcare services

Personal Attributes

- Customer-focused with a genuine desire to deliver excellent service
- Accurate and detail-oriented with a commitment to maintaining high standards
- Professional, courteous, and confident when dealing with customers and colleagues
- Reliable and dependable, demonstrating accountability for own work
- Calm and resilient when working under pressure and managing competing deadlines
- Adaptable and capable of responding positively to changing customer and business requirements
- Strong team player with the ability to build effective working relationships across departments
- Positive attitude with a willingness to learn and continuously improve

Review of this job description

This job description outlines the main duties of the role and may be amended to reflect service, organisational or apprenticeship changes. Any significant changes will be reviewed through the appropriate process.

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your role within the organisation and the overall business objectives of the organisation.

Team Member Name:	
Signature:	
Date:	

Line Manager Name:	
Signature:	
Date:	