



GWR Fasteners Limited – Commercial Associate

This is an exciting opportunity working for a fast-growing, well-established Fasteners Company based in North Shropshire, with over 30 years' experience in the engineering/manufacturing sector and in dealing with customers in complex industries.

GWR Fasteners is a multi-award-winning company which distributes standard fasteners, special manufactured fasteners, and manufactured precision components to destinations all over the world. They take pride in being unique in differentiating themselves from the rest of the market, and providing an excellent service for their customers, in terms of the quality of their products, but also in how they communicate with their customers.

The company has a new, custom-built premises providing its employees a comfortable environment to work in.

JOB OVERVIEW:

As a Commercial Associate, you will be responsible for contributing to the effective and efficient running of the Commercial Team, supporting a culture of customer satisfaction through timely and thorough handling of orders, enquiries, and complaints from pre to post sales, that helps gain and retain customers. Working in a fast-paced environment to address customer issues and sales support submitted via telephone, email, live chat, or instant message.

MAIN RESPONSIBILITIES:

- Processing pre-sales through to post-sales enquiries from our major eCommerce website, eBay and direct sales customers
- Tracking sales leads, creating and coordinating quotes with support of the Commercial Manager and Technical Teams.
- Creating and processing orders in a timely manner, processing requests for rush orders, and reviewing pending orders and customer requests/updates on a regular basis
- General Reception duties to include, meeting and greeting visitors, screening telephone calls and routing accordingly, processing Trade counter enquiries and orders, processing credit card payments. Manage and maintain a professional and clean Reception area
- Resolving and escalating customer queries/issues (logistics, product/technical & finance), handling and processing refunds.
- Support and Manage all Shared Email Accounts, answering queries in a timely manner and escalating and re-directing any queries to the necessary team to avoid delays.
- Managing customer accounts, following up with customers for administrative purposes, and providing troubleshooting assistance for orders, account statuses, and other problems.
- Ownership and Management of the eBay interface and mailbox and its links to the company business information system, managing and creating listings, resolving any issues relating to links and manage all issues associated to stock, delays, errors and complaints and lead in sales improvements in this area.
- Support of the Website interface and its links to the business information system, managing and creating listings, resolving any issues relating to links and manage all issues associated to stock, delays, errors etc
- Working closely and confidently with different teams in the business to ensure the best solution is provided to the customer
- Logging customer complaints and feedback and completing corrective actions where necessary
- General office support, to include Filing, generating reports and presentations, setting up for meetings, minute taking and maintaining and management of diaries, re-ordering office supplies and supporting all elements of Process and Quality Documentation and Procedures
- Continuously developing existing systems and maintaining strong product knowledge
- Website & Potential Product Promotion that results in long term increased sales

- Updating current products which would involve descriptions, SEO, prices, assigning related products (majority of this can be done using Excel)
- Google Ads Support and Management

SKILLS REQUIRED:

- Proficiency in MS Office, with exceptional knowledge of Excel, Word and PowerPoint
- Working knowledge of Google Docs and Office 365
- Professional manner with Excellent verbal and written communication skills
- Detail orientated
- Strong negotiation skills with ability to build rapport with customers

PERSONAL QUALITIES:

- A polite and confident manner both written and verbal.
- Excellent organisational and problem-solving skills, being able to think quickly on your feet, enabling the best outcome for all customers.
- Good time management
- Motivated and target driven
- The ability to work independently

DESIRED EXPERIENCE AND QUALIFICATIONS:

- Grade C (or Equivalent) and above in GCSE Maths, English and IT preferred
- Previous customer services experience, ideally in processing orders and quotes.
- Knowledge of Trade customers and the industry would be advantageous.
- Familiarity with the eBay platform and ecommerce transaction process is highly desirable.