



JOB DESCRIPTION

Post:	<u>Customer Service Team Member</u>	Department:	Finance
JOB DETAILS			
Reports to:	Company Accountant		
Responsible for:	Self		
Working hours:	37.5hrs		
Essential Qualifications and Experience	GCSE Maths and English (or equivalent), at grade C or above. OR 3 years' recent experience in a similar role. <ul style="list-style-type: none">• Strong interpersonal and communication skills, both verbal and written.• Ability to build strong working relationships with customers and team members.• Meticulous attention to detail and high degree of accuracy.• Highly numerate.• Competent in the use of MS office packages.		
JOB SUMMARY			
To provide excellent service to customers and ensure the efficient and accurate functioning of the Sales Ledger.			
KEY TASKS			
A. Order Entry: <ul style="list-style-type: none">1. Receiving orders from customers and reps, both via telephone and face to face.2. Input to system.3. Dealing with cash sales customers at counter.4. Ensuring veterinary prescriptions are in place where required.			
B. Invoice Generation: <ul style="list-style-type: none">1. Despatching goods on system by confirming deliveries.2. Generating sales invoicing runs.3. Checking accuracy of invoicing runs to price lists and discounting matrix.4. Posting of invoices to customer accounts and consolidated invoices for larger customers.			
C. Customer Receipts: <ul style="list-style-type: none">1. Handling cash receipts at counter.2. Calculating discounts due on monthly accounts.3. Allocating receipts to customer accounts.4. Taking instructions and processing of card payments.5. Daily cash reconciliations.6. Preparing bank lodgements.			
D. Month-end Procedures: <ul style="list-style-type: none">1. Closing off old month, ensuring all customer receipts, COD's, are marked off.2. Producing month-end aged debt and other reports.			



3. Producing statements and ensuring these are issued promptly.
E. Stock Control: 1. Reconciling weekly bag stock movements.
F. Other General Office Duties: 1. Responding to customer queries. 2. Liaising with team members (reps, drivers, etc.). 3. Identifying potential errors e.g. products that appear wrongly ordered, problems with deliveries. 4. Greeting visitors to office. 5. Document filing. 6. Performing back-ups.
G. Any other duties required in the course of business.
GENERAL
Ensure all activities are conducted in accordance with the Company's Health and Safety and Equal Opportunities Policy.
Conduct all activities with confidentiality and in accordance with the requirements of Data Protection Legislation.
Undertake any other duties as required, that are within the competence of the post holder and conducive to the effective delivery of the role.
Undertake and attend any training deemed necessary under the above general conditions.

Please be advised that this list is not meant to be exhaustive and may be added to or amended as and when deemed necessary.

Signed by Employee:

Signed: _____

Date: _____

Signed on behalf of Company:

Signed: _____

Date: _____

Position: _____