

## **JOB DESCRIPTION**

**JOB TITLE:** CSU CO-ORDINATOR - ADMINISTRATOR

**NAME OF JOB HOLDER:**

**REPORTING TO:** CSU CONTROLLER

**PRIMARY RESPONSIBILITIES:** To work as part of the Customer Service Unit team, to ensure that the department provides an efficient, fast & accurate data input for all our customer orders and related requirements.  
To assist our many and varied customer base with their sales related queries.  
To maintain and where possible improve our excellent care to Customers, Field Sales and other company departments.

The position has a multi task status within the department and throughout the company.

### **SUMMARY OF DUTIES AND RESPONSIBILITIES:**

1. Service the Trade Counter as required.
2. Be responsible for incoming telephone / postal / faxed & emailed orders on a daily basis.  
Transfer all customers emailed & faxed orders into EFACS Documents Files.
3. Provide technical information and demonstrate (where necessary) goods and equipment.
4. Advise customers when their order requirements cannot be fulfilled and amend the order accordingly after offering an alternative.
5. Raise Goods Return Notes (GRN's) when necessary.
6. Action customer discrepancies by completion of Service Information Documents (SIDs)
7. Liaise with the warehouse regarding deliveries.
8. Amend delivery notes when necessary.
9. Raise official customer complaints (CCF's) where necessary
10. Promote special offers when applicable
11. Log customer calls on the Activity section in EFACS if applicable.
12. Raise Business Information Forms (BIF's) for any prices quoted.

13. Raise & Monitor Customer Standing Orders weekly
14. Monitor & Release Regent Orders daily
15. Reconcile the Trade Counter till float as required.
16. Prepare Field Sales, Telesales & Customer samples, for despatch.
17. Cleanse and update customer data on EFACS on a monthly basis
18. Raise Special Product Requests (SPR's) as necessary
19. Raise and action outstanding & forward orders daily from the order items report.
20. Keep sample cupboard & mezzanine updated with latest stock.
21. Raise customer standing orders
22. Monitor and release standing orders
23. Raise and action Purchasing Information Sheets (PIF's) when necessary
24. Monitor daily carrier information on received email
25. Raise and action Carrier claims and log on matrix
26. Liaise with Service Provider to arrange dispenser installation and maintenance.
27. Check site survey information; raise /amend fitting order for Service Provider.
28. Provide weekly update on CSU fitting board
29. Process & monitor Fitted and Non Fitted Dispensers requests and maintain the Fitted and Non Fitted Dispenser Matrix.
30. Collate Dispensers Fitting Invoices Weekly & pass to CSU Controller for checking & Signing
31. Process & monitor NHS Dispensers, maintain the NHS Dispenser Matrix
32. Process and monitor Dispenser / 3 Way Dispenser Agreement Forms.
33. Process and monitor Supply Agreements and maintain SA Matrix.
34. Issue bi-weekly report of Non-Return & Due to Expire Supply Agreements.
35. Check and process Business Information Forms onto Business Agreement Forms.
36. Process and monitor Numatic Agreements and Maintain NA Matrix.
37. Process and monitor Special Product Stockholding Forms and maintain SPS Matrix.
38. Process and monitor Pictorial & Trade Mark Agreements and maintain PTM Matrix
39. Amend customer account details when requested

40. Monitor Baf's due to expire.
41. Monitor weekly Baf % report.
42. Monitor and advise purchasing of any stock discrepancies on dispenser keys, dispenser windows or dispenser labels
43. Maintain and log customer calls on the Activity Screen on EFAC's
44. Maintain SID register.
45. Raise and action Purchasing Information Sheets on returned damaged goods.
46. Maintain PIF register.
47. Raise and action all carrier claims
48. Maintain Carrier Claim Register.
49. Maintain and change if necessary all CSU Codes of Practices.
50. Maintain Code of Practice Register.
51. Raise and action outstanding order items report on a daily basis
52. Monitor and active Regent orders Daily.
53. Raise customer monthly KPI's as instructed
54. Cover for any absent member of staff where necessary
55. Adaptation to procedural changes within the CSU structure as required
56. Any other reasonable duties requested by the CSU Controller, Field Sales, Tele Sales Controller, Managing Director or Chairman (Sales and Marketing)

Signed for and on behalf of Merton Group UK Limited.

Signed by employee – confirming that employee is in agreement with details as laid out in this job description and will carry out duties and responsibilities at all times.

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**Name:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Date:** \_\_\_\_\_

