



POSITION PROFILE

Job Title: Customer Services Representative

Company: Labcal

Position Summary

Gill requires a capable, driven and efficient Customer Service Representative to work for our Labcal business area. The Administrator requires excellent organisation, relationship and communication skills both written and verbal, attention to detail, the ability to prioritise, should conduct themselves in a professional manner and be willing to work collaboratively, and with a wide variety of stakeholders. They must also be able take initiative and ownership of the role whilst proactively ensuring management is appropriately informed and authorisations are sort.

Company

The Gill Group is an ambitious, privately owned technology product group of companies based in Hampshire. The group has embarked on a growth plan, involving significant investment and continuous improvement.

Gill has a reputation as a world leader in its field as a designer and manufacturer of high quality sensors and instrumentation. Gill sensors are used by some of the most demanding customers in industrial machine condition monitoring, process measurement & control, motorsport and defence.

The Gill Group is made up of four companies;

- **Labcal provides specialist calibration services, with over 20 years' experience providing UKAS accredited calibrations in a wide range of parameters**
- Gill Instruments manufactures and sells ultrasonic anemometer and weather station products to the global meteorological and commercial weather measurement markets.
- Gill Sensors & Controls is a leading manufacturer of specialist level sensing, oil condition, position sensors and engine control products focused in the industrial machine condition monitoring, process measurement & control, motorsport and defence markets.
- Gill Research & Development is an engineering company committed to product innovation with a focus on developing user friendly, market leading products utilising proprietary measurement technologies to solve challenging market problems

Position Requirements

Key support responsibilities include:

- Your duties will include answering the telephone and dealing with any general customer enquiries in a friendly and efficient manner.
- You will produce customer quotations invoices and despatch notes.
- You will also book items into the system following the relevant company procedures.
- You will also pack and wrap instruments and get them ready for despatch producing any necessary documentation required.
- You will also be able to file the relevant documentation and be able to find historical records if required.
- You must be aware and conversant with any relevant companies QA procedures including documenting complaints and anomalies.
- You must be aware at all times that all customer information including calibration results must remain confidential.

- Managing, distributing and storing all associated documentation
- Answering customer and internal telephone calls and directing appropriately
- Completing Export Licence applications
- You may be required to do deliveries/collections – company vehicle will be provided for the time required
- Liaising with the Marketing Team to assist with campaigns and Business Development

Person Specification

- Organised and self-motivated, able to balance short and medium term priorities, and escalate issues where appropriate.
- Excellent numeric, written, analytical and problem solving skills
- High level of computer literacy, ability to use Microsoft products and CRM
- Demonstrable ability to build strong relationships
- Collaborative and able to communicate effectively at all levels
- Good presentation skills
- Attention to detail
- Flexible, diligent, with a high degree of integrity
- UK driving licence

Reporting Structure

Customer Services Representative – Technical Manager - Director

A position profile does not imply that the duties stated are the only ones to be performed by the incumbent. Employees will be required to follow any other reasonable job-related instruction as requested by their line manager or a Company Director.