



ESI Technologies Group, part of the Indutrade Group, is the leading supplier of Process Equipment & Engineering Solutions into the Pharmaceutical, Chemical and Biotechnology Industries in Ireland & UK, we are recruiting for the following position:

Administrator – Customer Service & Support Department

Reporting to the Business Unit Leader of our Customer Service & Support (CS&S) Department, this position will be based in our Cork office. Responsibilities will include:

Duties of the Role include:

- Administration support & sales/purchase order processing to all company sales divisions.
- Check incoming customer orders against sales quotation and ESI policies.
- Expediting of customer Purchase & Sales orders, with related supply chains.
- Running & management of regular internal and customer service related reports as required.
- Logging of Documentation requirements with doc's department as required.
- Maintain accurate and detailed records/files on customer job files – both in hard copy & Electronic copy.
- Responsibility for awareness and action of related personal, department & company Procedures/KPI's.
- Need to meet deadlines and work towards set Team and departmental targets.
- Adherence to companies ISO 9000 Quality, and Health & Safety procedures.
- Build relationships working in partnership with all divisions & departments within ESI and other cross functional teams.
- Other related duties as deemed necessary to support the business.

Ideally the candidate would possess the following skills/experience:

- Excellent IT skills, including experience with MS 365, Excel, MS Word, PowerPoint and ERP systems.
- High attention to detail and presentation, with technical speed and accuracy.
- Strong Interpersonal & communication skills.
- Committed to Customer Satisfaction and continuous process improvement.
- Be capable of working consistently both as part of a team and on own initiative.
- Priorities to a high level of quality. Set Priorities on a daily basis for all activities in the department.
- Service orientated - has a natural interest in helping customers.
- Reliable and committed with ability to work in a busy customer focused environment.

ESI is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Contract type: Permanent.

Remuneration on application.

Applications in writing to:

The HR/Training & Development Manager, hr@esitechgroup.com. Replies only provided to those who are shortlisted.