



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. To provide maternity leave cover in our Cork headquarters, we are recruiting for the following position:

Administrator – Customer Service & Support Department – (12-month Maternity Cover)

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 customers' 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.
- On occasion, to cover incoming phone calls as required.
- 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

Ideally the candidate would possess the following skills/experience:

- Excellent IT skills, including experience with MS 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.

Contract type: Fixed term (Maternity cover), with start date ASAP to allow for appropriate on-boarding and training.

Remuneration package is commensurate with experience.

Applications in writing to:

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



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