

## JOB DESCRIPTION

### Customer Liaison Officer

#### Overview (About us)

Whether it's industrial embedded computing, custom lithium battery packs, secure communication systems, antennas, or imaging technology we design, manufacture, supply and support it!

From the ocean floor to the edge of space, Steatite innovation is making sure that vital technology operates consistently, reliably, and above all safely.

Our products can be found gathering scientific insight in the cold and crushing depths of the deep sea, transmitting high bandwidth data across hostile terrain, processing colossal amounts of traffic data at the "edge" and via the cloud, and enabling next generation video solutions on board trains above and below ground.

From the first day of your employment with us, you will be part of an organisation that strives every day to make your work rewarding and cares for your safety and wellbeing.

The Customer Liaison Officer will play a pivotal role in ensuring a seamless and efficient interaction between our esteemed customers and our internal teams. This role will also provide a high level of administration support to the Operations Team.

#### Summary Details

Job Type:	Office
Job Title:	Customer Liaison Officer
Location:	Crewkerne
Hours:	38
Salary Package:	£
Benefits	25 days holiday plus bank holidays, increasing to 28 days with long service Discretionary Bonus once a year Salary Sacrifice Pension 4 x Salary Death in Service payment Access to Westfield Healthcare scheme, including: <ul style="list-style-type: none"> <li>• Corporate Healthcare Plan</li> </ul>

	<ul style="list-style-type: none"> <li>• Employee Assistance program</li> <li>• Wellbeing App</li> <li>• Discount scheme</li> </ul> <p>Cycle to Work Scheme          EV Salary Sacrifice Scheme          Enrolled in Employee Share Scheme after 12 months          Free Parking</p>
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**The type of person we are looking for (About You)**

You will have a flexible and adaptable approach to your workload. You will be curious and open minded and keen to seek out evolving and innovative ways to add value. You will be able to work effectively and inclusively with a range of people. You will be resourceful and determined to deliver the best results for the business. You will be driven to ensure that tasks are completed thoroughly and within deadlines. You will be eager to learn new skills and seek development opportunities in the course of your employment.

**The Role (What you’ll be doing)**

This role encompasses the following responsibilities:

Your responsibilities will encompass both purchase and sales order management, logistics coordination, processing information through our ERP systems, and providing timely and accurate communication to all stakeholders involved.

- Receive and review both purchase orders and sales orders from customers.
- Enter and process order information accurately into our ERP systems.
- Maintain accurate and up-to-date purchase, sales and tracking records within the ERP system
- Ensure timely and accurate acknowledgment of received orders.
- Collaborate with the warehouse dispatch team to schedule and dispatch orders in accordance with customer requirements.
- Work with engineering, production and dispatch teams to ensure delivery deadlines are met
- Monitor shipment status and provide timely updates to customers.
- Act as the main point of contact for customer inquiries related to orders, deliveries, and logistics.
- Collaborate with internal teams to address customer queries and concerns promptly.
- Provide regular updates to customers regarding the status of their orders and deliveries.
- Proactively identify and resolve issues related to orders, shipments, and customer requests.
- Escalate complex issues to the appropriate teams and follow up to ensure resolution.

- Maintain comprehensive and organized records of customer interactions, transactions, order details, and logistics information.
- Generate reports as needed for management and other stakeholders.

### **Key Competencies**

- Proven experience in customer service or a similar role, preferably in a manufacturing environment.
- Familiarity with ERP systems and order processing workflows.
- Strong understanding of logistics coordination and supply chain management.
- Excellent communication skills, both written and verbal.
- Strong organizational and multitasking abilities.
- Detail-oriented with a focus on accuracy and precision.
- Proficient in using Microsoft office packages.

### **Useful Additional Expertise**

The following are a benefit but not a requirement:

- Experience of working in a manufacturing environment would be an advantage