



## Vacancy – Customer Relations Specialist

Dept: Customer Care

Hours: 37.5 hours per week, 9am – 5pm

Contract: Permanent, Full-Time

We are seeking a motivated and enthusiastic Customer Relations Specialist to join the team located at the Stanley Grange Business Village (L34 4AR).

### Key responsibilities:

- Full order management from order placement to delivery
- Updating and on-going maintenance of CRM with customer contact details
- Develop customer relationships while fulfilling the overall needs of customers, sales team, and the company
- Accurate order entry for customers
- Provide resolutions for customers who need assistance from order placement, delivery updates, incomplete deliveries, damages, missing items etc
- Work closely with other internal business functions to achieve the right outcome for the customer in a timely manner
- To contribute towards continuous improvement with generation of ideas

### Experience and skills required:

- Demonstrable administrative and data entry experience (essential)
- Experience of working in a sales administration and/or service environment
- Computer literate and skilled in the use of MS Office (Excel, Word, and Outlook) and the ability to learn software
- Excellent interpersonal skills – to deal with customers and external contacts
- High levels of accuracy and attention to detail

To apply please submit an internal application form / or CV to:

**Kelly Chadwick**

Customer Services Manager



kchadwick@dams.com

**Closing Date: 5pm on Wednesday 4<sup>th</sup> March 2026**



*Do you have a friend or family member who may be interested in the role?*

*£100 reward for all referrals who are recruited and successfully*

*complete probation!*