

**The Company**

Goodridge is the world's leading manufacturer of performance fluid transfer systems. We operate in the OEM, automotive, motorcycle, motorsport, defence and specialist industrial sectors. This dynamic private company manufactures in ten facilities globally and supplies customers around the world with a unique combination of design, innovation, reliability and outstanding service. Goodridge has a turnover of over £47 and operates globally with manufacturing and distribution operations in the UK, USA, Mexico and Europe, employing more than 400 people worldwide.

**The Role**

To act as a Customer Services Support within the Performance and Motorsport department in a Global Automotive, Retail and Motorsport manufacturer of fluid transfer systems and associated products.

**Key Responsibilities**

The company has a wide range of customer specific requirements within the Performance and Motorsport divisions. The applicant is required to support and aid team members internally and externally to ensure full customer satisfaction is always achieved to the highest standard. This role requires the candidate to be able to work on their own and with a small team to ensure the key objectives within the Performance and Motorsport Department are achieved.

**The successful candidate must be able to:-**

Ensure customer orders are received and processed professionally and in a timely manner  
Manage and update customer files within Office 365 (Purchase orders, quotations and general correspondence etc.)  
Prepare shipment documentation in accordance with company procedures  
Offer excellent customer service levels in meeting customer requests/ demands  
Understand customer needs and offer practical solutions

**Performance standards**

The ideal candidate will be professional both internally and externally; constantly striving to improve efficiencies within the Performance and Motorsport Department  
Good standards of communication, initiative and relations are achieved with all other departments  
The position holder understands and then carries out plans and objectives as agreed with their line manager  
A satisfactory performance is reached to optimise the work output between all personnel within the section  
The professional standards set out by the company are practiced at all times.

**Experience**

A minimum of 2 years' experience in a similar role.

**Education**

Good level education in Math's and English, ideally with a working knowledge of AS400/ System 21.

**Work Status**

Full time or Part Time

**Travel**

This position may require some travel

**Reporting**

This person will operationally and functionally report to the Head of Performance and Motorsport.

**Additional Information.**

This role is subject to flexible working hours to suit the requirements of the Company. This role may be developed/ changed as and when necessary amended to take into account changes within the organisation in line with the Company's goals, objectives and contractual and legal obligations.

**Person Specification**

Skill/Expertise	Criteria
<b>Skills</b>	
Knowledge of Fluid Transfer systems would be a distinct advantage.	D
Basic computer skills in Microsoft Word and Excel	E
Have a keen attention to detail and high levels of accuracy.	E
Working knowledge of the AS400 system an advantage.	D
Good communication skills internally and externally with customers	E
Experience of creating/ managing export documentation	D
<b>Key responsibilities</b>	
Work on own and as part of a small team.	E
Ensure effective system, procedure and end user and internal documentation is maintained effectively.	E
Provide general good housekeeping.	E
Be able to prepare and generate reports using Microsoft Word and Excel.	D
Process customer purchase orders accurately and within a timely manner	E
Prepare shipment documentation	E
<b>Performance standards</b>	
Be professional internally and externally.	E
Constantly strive to improve efficiencies within systems to feed through to the bottom line.	E
Good standards of communication both internally and externally	E
<b>Experience</b>	
A minimum of 2 years' experience in a similar role within a manufacturing company.	E
<b>Education</b>	
Good level education in Math's and English.	E
<b>General</b>	
This role is subject to standard working hours however some flexibility may be required.	E
Occasional exhibiting at different motorsport, motorcycle and automotive shows.	E