

### The Company

Goodridge is the world's leading manufacturer of performance fluid transfer systems, operating 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 £47m and operates globally with manufacturing and distribution operations in the UK, USA, Mexico and Europe, employing more than 400 people worldwide.

### The Role

- E-commerce coordinator with the key purpose of focusing on management of our direct web sales and other e-commerce channel opportunities.
- To understand customer needs and actively engage, enable and promote Goodridge Ltd products and solutions to ensure customer satisfaction is achieved to the highest standard.
- To work independently and as part of a team to ensure the key objectives within the P&M commercial team are accomplished.

### Key Responsibilities

- Ensure daily sales orders are processed in reasonable time
- Support the performance team with other roles throughout the day
- Monitor customer emails and contact sources
- Follow up shipping / dispatch procedures to ensure products are shipped on time
- Co-ordinate with our 3<sup>rd</sup> party logistics partner on remote warehouse stock levels
- Report weekly to performance management team on any product issues or delays
- Check website descriptions and images are current
- Identify sales trends from website generated reports
- Some support work with marketing department on other social media channels
- Occasional travel to B2C shows may be required
- Successfully manage and respond to customer queries with the relevant supportive data and information.
- Ensure internal and external stakeholders are aware of changing customer requirements and or/ issues, ensuring that they are recorded and administered correctly.
- Ensure internal and external stakeholders have full and complete information to perform effectively.
- Ensure compliance to company best practice and professional customer contact and presentation.
- Ensure databases and internal housekeeping is kept up to date with contact details and correspondence.

### Desired Skills/ Experience

- E-commerce sales experience
- Reasonable analytical skills
- Experience in using social media platforms
- Work well within a team

### Performance standards:

- The ideal candidate will be professional both internally and externally; constantly strive to improve efficiencies within the P&M team.
- Reporting to be legible, illuminating, professional and data driven.
- Ability to priorities and manage workload appropriately to achieve deadlines.

### Education

General level education in Maths, English and a technical subject, ideally with working knowledge of Microsoft Excel.

### Work Status

Full time

**Travel**

This position requires travel, therefore a full driving license is required.

**Reporting**

UK Head of performance & Motorsport Business Development

**Additional Information.**

This role is subject to flexible working hours to suit the commercial requirements of the Company. This role may be developed/ changed and 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.