

Customer and Accounts Coordinator

Direct Report: Customer and Internal Communications Manager

Key Relationships:

Accounting and Finance Administrator, Customer Coordinator, Customers, Suppliers, Regional Account Managers, Customer and Internal Communications Manager

Responsibilities:

The Customer and Accounts Coordinator will be responsible for processing and managing inbound customer orders and enquiries in a professional and timely manner as well as responsible for the day to day entry and management of the company bookkeeping and accounts. The Customer and Accounting Coordinator will be an enthusiastic, personable and professional member of the team, with excellent customer service in mind at all times.

Duties and Responsibilities, including but not limited to:

- Manage inbound orders and enquiries and be able to work efficiently and effectively to assist with processing orders in line with daily deadlines.
- Be the second port of call for all inbound telephone calls to the office
- Matching and processing supplier invoices
- Preparation of weekly supplier payment run.
- Supplier Statement reconciliation
- Reconciling of various company accounts
- Adhoc administrative duties to support the smooth running of the office and accounts department
- Be able to multitask and prioritise within a busy working environment
- Willingness to learn about all Extract Coffee Roasters products and be able to discuss with customers – an interest in coffee would be a bonus!

Required skills and Qualities

- Accounts Payable/Receivable experience
- Impeccable standard of written and verbal communication in English
- Good general computer skills across the Microsoft program
- Multi-tasking excellence
- Administrative skills and an impeccable attention to detail
- Positive and engaging personality, with a hands on approach
- Love a "good old" ECR challenge