



### **Technical Customer Service Officer**

Location: Swansea                      Full time-permanent, Monday-Friday

Competitive salary plus share options

Based on the stunning North Gower coast, moments from the sea, Smile Plastics is an inspiring, fast-moving global design house and factory. We transform plastic waste materials into core and bespoke ranges of products made from 100% recycled and 100% recyclable plastics. We sell worldwide to architectural and interiors markets from decorative panelling to furniture and fittings in commercial and residential spaces. Some of our clients include: Paul Smith, Christian Dior, Lush, Ted Baker, Ganni, National Trust, V&A Museum and Selfridges.

Due to an increase in demand, and our 2022 expansion plans, we are appointing a multi- talented team member to join our Customer Service team.

#### **Who we are looking for...**

Reporting to the Customer Success Manager, we are seeking a multi-talented team member to join our customer service crew. We are looking for someone with strong sales/customer service knowledge in a more technical environment and the right skillset, ability and attitude to pick up the technical/design aspects of this role. While this isn't a design-focused role we would strongly encourage individuals with knowledge or a passion for design, architectural design or an interest in our materials, to apply.

You **MUST** have experience with CAD, either in your work or studies, as well as relevant Customer Service / Customer Success experience.

We are 25 minutes from the centre of Swansea and just over an hour from Cardiff. Our offices are currently based at our factory in Crofty moving into our new offices in Fforest Fach close to Swansea early next year.

We welcome relocators!



### **What you will be doing:**

First and foremost being an ambassador for excellent customer service; going above and beyond to personalise every customer journey in an approachable, organised and efficient manner. This will be in the form of;

- Answering calls & emails, responding to queries & requests from curious & passionate customers
- Managing technical queries from interested customers with regards to materials usage, applications and fabrication. Finding and suggesting the most suitable and cost-effective services and products to meet their needs within compliance regulations and industry standards
- Managing fulfilment of successful domestic and international orders: preparing accurate quotes, generating the technical design files in Rhino to production ready status for fabrication, raising invoices, arranging shipments and completing VAT/Customs administration
- Updating our CRM system, with customer details and sales orders, to fully support our customer interactions and assist the marketing team in sharing our story
- Supporting Key Account Managers in the customer journey to expedite and elevate these critical client accounts, ensuring smooth running and prioritisation
- Stock Management: liaising with the production team to ensure stock is available for all sales fulfilment – we hate saying “No” to a customer!
- Assisting when required with the preparation and management of the distribution of samples to customers. These critical bite-sized creations showcase our materials and reside in architect firms, interior designer portfolios and University materials libraries.



**Your Skillset - It's essential that you'll have:**

- Previous experience of working in a customer service or sales role
- Great interpersonal abilities supported by professional oral and written communication skills and the ability to communicate technical detail confidently and articulately.
- Confidence in building customer relationships over the phone and by email – maintaining a positive, patient & friendly rapport
- Highly organised and systems-based attitude, approach, you can multi-task and be adaptive at any moment
- Great attention to detail and accuracy in all work is important – we make exceptional products, and we like to provide our customers with the best we can
- A love of problem-solving and ability to take the initiative to find solutions
- Ability to work to tight timescales and deadlines. We work fast around here!
- Strong MS Office (Word and Excel).
- Experience in CAD (Rhino), CNC programming (toolpath planning and generation), working with technical drawings or other technical design software..
- Ideally, we'd like you to have Adobe Creative Suite, Customer Relationship Management software and some experience of accounting packages for raising invoices.
- You must be flexible and adaptable, willing to perform other duties as and when required – we're small and not defined by our job titles.
- We'd love you to have to have previous experience in product design, interior design, architecture or plastics manufacturing, either from work experience or from studies
- You may also have DFM (design for manufacture), workshop or carpentry experience

**What we can offer:**

- Experience of working for an innovative, unique, eco-driven company - taking the world's waste and making it useful again
- Competitive market rate salary
- Company share option EMI scheme
- Company Pension contribution
- 21 days holiday, plus statutory bank holidays (pro-rata)
- Hours: 37.5 hours per week (5 working days)
- Small, friendly work environment

Here at Smile Plastics, we are all multi-skilled, and as a small, expanding company, we don't define you by your job title. We encourage staff to develop by supporting knowledge growth, providing in-house and external training.

We'd love to hear from you. You may work in Customer Success, Technical Customer Service, Technical Customer Success, Customer Satisfaction or similar