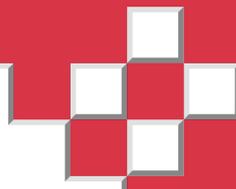


# RUTH LEE™



FOR PROFESSIONALS WHO SAVE LIVES

## JOIN AN AWARD WINNING TEAM ADMINISTRATION & CUSTOMER SERVICE SPECIALIST



# Administration & Customer Service Specialist

There has never been a more exciting time to join our award winning team!

It's an exciting time to join our company! Established 25 years ago we are a world-leading provider of life-like manikins and training aids to rescue training experts worldwide: Fire & Rescue Services, Paramedics, Ministry of Defence, Airports, National Lifeboat Institutions & Coastguards, Offshore operators and a multitude of International Search & Rescue organisations.

Based in Corwen in rural North Wales, over 70% of our business is exports and we sell into more than 50 countries. Commute with 30mins from Bala, Ruthin, Wrexham & Oswestry.

In 2018 we won the FSB award for Welsh exporter of the year and in 2020 we won the Queens Award for Enterprise – International Trade.

In response to growing global demand and structured investment we have experienced rapid growth over the past few years and have in place plans to double the size of our business again in the next five years.

To support the existing team to achieve this plan we are now looking to recruit an Administration & Customer Service Specialist; supporting the operational transformation and to build on our excellent customer service that all our valued customers and distributors experience.

## WHAT WE ARE LOOKING FOR

### THE ROLE:

Experience in customer service and sales is an advantage whilst an in-depth knowledge of MRP systems will set you apart from other candidates. You will be keen to develop the next phase of your career and take operational responsibility for order processing, material purchasing, customer service and data management whilst also being a key person in the ongoing development of our MRP system.

You will report directly to the Operations Director and work closely with our Dispatch Manager.

Having gained an understanding of current operations, our products, our customers and our plans for the future, the successful candidate will quickly learn and feel at ease within the customer service & dispatch elements of the role. You will deliver excellent customer service levels across all areas of organisation and Supply Chain; from requests for quotation & material purchasing through to quality control & dispatch management.

This role offers an excellent opportunity to develop across multiple roles within the Supply Chain.

## HOW TO APPLY

Please apply in writing by sending your CV and a covering letter that includes details of your current remuneration to Darren Griffiths Head of Operations ([darren.griffiths@ruthlee.co.uk](mailto:darren.griffiths@ruthlee.co.uk)) by **31st October 2021**.

## KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Liaise with the Dispatch Manager and Operations Director to deliver excellent customer service to our customers (both domestic and international) through telephone and email communications; process customer requests for quotations, general enquiries, process purchase orders, works orders and dispatch manifests.
- Support and assist in ongoing development of our MRP system by processing and maintaining purchase orders, data records, product costings along with configuration and operation of the system.
- General administrative tasks such as product costings, production documentation, dispatch records, purchase order management and invoice matching.
- Customer feedback and service level tracking.
- Deputise for the Dispatch Manager in periods of holiday & absence and complete dispatch duties as required.
- Excellent competency in both IT/computer systems, experience in Crystal reports and MRP systems will be distinctly advantageous.
- Work in a way that supports the Ruth Lee Ltd Values; Maintain a positive outlook and working environment where you feel motivated and able to work to your best.

## THE PERSON

### VALUES

You will have a strong set of 'family values' that inform the way you conduct yourself daily. These will include being dependable, trustworthy, resilient & purposeful.

You will bring energy and enthusiasm to the role.

### SKILLS

You will be highly skilled having proven experience in MRP systems, customer service/sales and dispatch. You will have an excellent and professional telephone manner; you feel at ease talking to our customers, suppliers & distributors - supporting them in with your product knowledge to guide them through the training solutions Ruth Lee Ltd provide.

You see the importance of systems and procedures whilst having the ability to react and adapt to evolving customer requirements. Prioritisation and planning skills are essential in the role to deliver both an exceptional customer experiences and an efficient operation.

You will have talent for data accuracy and error proofing combined with the ability to quickly build meaningful rapport with both internal and external customers.

Displaying a high level of ownership, you be accountable for the delivery of routine tasks and react to the daily objectives that arise. You will thrive on a level of autonomy within the role and seek opportunities to develop your skills across many areas of the Organisation.

Applicants with skills in Purchasing, Dispatch, MRP systems & customer service would set them apart from others.

## REWARD

We want to recruit the right person to support the Operation and come with us on the journey for at least the next 5 years. We are offering a competitive salary (dependent on experience) plus a performance related bonus.

## OUR VALUES

**Good housekeeping** – always working within our means, carefully calculating the risks required to safely grow our business. Sharing the benefits of successes when they come along.

**Loving what we do** – genuine care for customers, staff, distributors and suppliers – they are part of our service too.

**Learning and progression** – listening and involving others, investing in growing the capability of our people. Innovating to constantly improve what we do.

**Being dependable** – function over fashion. High quality products and enduring relationships. Everything we do is built to last. Doing what we say we will.

**Committed to our communities** – our business was bred in the Corwen area of Wales and we are committed to this base. Our network of suppliers and customers extend around the world and we are fully committed to that community too.

**Purposeful** – doing work that makes a positive difference; ultimately the end product of our work is helping others to save lives and care for people.

## WHY WE ❤️ WORKING HERE

### FAIR PAY

Ruth Lee Ltd offer a competitive basic salary for both office and factory staff, which is benchmarked regularly to remain competitive.

### BONUS

There is a company-wide bonus scheme, which is specific to your job function. Details of a specific bonus scheme will be discussed at interview.

### HOLIDAY ALLOWANCE

All employees receive paid Holiday Allowance, plus Bank Holidays. We have a Christmas shutdown and request 5 days are reserved to cover this period.

### FLEXIBLE WORKING

We can offer a range of flexible working solutions where needed, including part-time and job sharing.

### PENSION

Staff are automatically enrolled onto our Pension Scheme which is managed by the People's Pension.

### FREE PARKING

If you've ever lived and worked in the city – the prospect of ample free parking on site will no doubt be a big plus point! The fact that it just happens to be in a beautiful landscape is a bonus!

## TRAINING, DEVELOPMENT AND PROGRESSION

All staff complete induction training when they join Ruth Lee Ltd. This is tailored to your specific job role.

Bi-annual appraisals let you keep track of your progress within your role and we offer opportunities for professional development when possible.

We are also keen to offer progression opportunities for those who want to help the business grow. For ambitious individuals, Ruth Lee Ltd offers you a chance to thrive!

## SOCIALLY RESPONSIBLE

We are committed to helping the communities we serve and maintain three social commitment projects at a local, national and international level. All staff are welcome and encouraged to be part of these and to suggest ideas for various projects we can support.

## WE ARE AWARD WINNERS

In 2018 we won the award for "Welsh Exporter of the Year" at the Daily Post Business Awards and in 2019, we were named "International Business of the Year" at the Federation of Small Business (FSB) Welsh Regional Awards. We were also incredibly proud in 2020 to be presented with The Queen's Award for Enterprise: International Trade.