



## Customer Service Team Leader Stoke Ferry, King's Lynn, PE33 9SE

**Basic Salary:** £22,000 - £26,000 (D.O.E)

**Additional Benefits:** Company Pension and Life Assurance Scheme, Annual Discretionary Bonus Scheme, Employee Savings & Discount Scheme which grants you discounts to high street stores, gym memberships, travel and much more. Employee Assistance Programme with access to a wellbeing hub, including a 24hr GP and counselling service. Free Uniform/PPE, Free Onsite Parking, and many other benefits.

**Shift Pattern:** 40 hours per week, Monday to Friday.

2Agriculture are offering an exciting opportunity for a Customer Service Team Leader to join the team at Stoke Ferry Mill.

### About 2Agriculture

2Agriculture is an independent milling business which has been supplying feed to the poultry industry for the past 50 years.

Every day here at 2Agriculture we work with talented, dedicated colleagues to produce sustainable, premium quality feed enabling our farming partners achieve the highest standards of poultry and positively impact on our health, communities, and the environment.

Service is at the heart of the team at 2Agriculture where over 250 employees work across six sites. Our feed mills operate to the highest standards set for product quality, with a specialist production team monitoring output ensuring zero or minimal mill downtime. Our fleet of over 40 Lorries operate 24/7 ensuring feed arrives on time and in full, with a real focus on biosecurity prior to delivery, on site and during departure.

### Role Profile

The Customer Service Team Leader is responsible for customer services, order processing and customer relationship management.

Within this role you will have to manage the customer service team and ensure all activities by the team are completed, including ensuring all orders are accurately captured and customer queries are handled accurately and efficiently. You will be responsible for all customer orders, amendments, confirmations, and cancellations, managing the acceptance of orders to ensure mill capacity is not exceeded on a daily basis and delivery demand is smooth during the week. This will involve liaising with the appropriate external contacts to maintain accurate and up to date prescription records where required by customers.

Your daily duties will include assisting the sales team in managing the relationship between the customer and the company wherever possible, including site visits where appropriate whilst handling all customer service raised complaints quickly and efficiently. You will also hold responsibility for pricing models and pricing input onto the operations system. When required you will also manage the customer service team absence and return to work meetings.

## Person Specification

To be successful in this role, the desired candidate does not need to hold any professional qualifications, but a drive and desire to succeed in a commercial environment is essential. You must also be experienced with Excel.

You should have the ability to motivate and empower others whilst making prompt clear decisions which may involve tough choices or considered risks, taking responsibility for your actions. You should have demonstrable experience establishing good relationships with customers and staff, building wide and effective networks of contacts inside and outside the organisation, relating well to people at all levels. You should have initiative to produce new ideas, approaches, or insights, offering a range of solutions to problems. The ability to prioritise and use own initiative in order to meet the demands of a fast-paced work environment is essential.

If you are interested in applying for the post, please send your CV and cover letter to [HR@2agriculture.com](mailto:HR@2agriculture.com). Please note, due to the volume of applications we will only be contacting the candidates selected for interview.