**Customer Service & Sales Project Co-ordinator**

**The Role**

An exciting opportunity to join a Customer Service and Sales Support team within a rural Herefordshire Business. The position is to champion customer and business needs for service, cost, quality, cash flow for the designated region (excluding USA).

To project manage customer accounts, customer orders and process to completion. Present, coordinate and collate regional metrics to drive continuous improvement to benefit the customer and the business.

The role will include:

* Maintaining and monitoring project plans through the sales order process: Raising Sales Orders via quotations, creating invoices and producing any relevant despatch reports.
* Practice first class communication with customers and regional sales teams regarding sales orders via phone and e-mail; keep the customer up to date on the planned schedule and any changes to this.
* Review project deadlines regularly and use BI reporting to identify any potential issues. Work with the procurement and logistics teams to mitigate these.
* Attend the weekly O&E meeting, providing an update on sales orders in your region and taking appropriate action on any matters arising in the meeting.
* Assess Project risks and issues before raising the sales orders on Nav and provide solutions where possible.
* Meet weekly with the sales team to provide an update on their live orders.
* Liaise with credit control on outstanding debts.
* Keep project details up to date on e-ops for operations and attend weekly project updates with the operations manager.
* Monitor discrepancies in your area and raise credit notes; contribute to ideas for mitigation.
* Ensure all orders are updated with accurate OTIF information.
* Support in developing strategies for the ROW market.
* Assist the logistics team with ROW bookings and shipping documentation during peak activity, holiday and absence.

**You**

You will be a self-starter with excellent communication skills, a desire to provide an unrivalled customer experience and a willingness to go the extra mile.

Organised with good IT skills, you will be a good interpersonal and written communicator with the ability to lead your peers and co-ordinate projects with the wider team. You will be able to work under pressure, to short deadlines and with a high level of accuracy.

**The Industry- Berries and Cherries, and Handling and Distribution of Field Scale Tunnels**

Fresh berry sales are now bigger than potatoes, lettuce, apples and oranges in the UK, USA and EU. In the UK, consumption is growing faster than any other food category increasing by 137% since 2007, UK sales of strawberries, raspberries, blackberries and blueberries have outstripped the 49% increase in general fruit consumption over the same period; yet remarkably berries now make up only 22% of all fruit sold in the UK. There will be phenomenal growth in berries for the rest of our lives.

**The Business- Haygrove**

Founded in 1988 by the Chairperson, Angus Davison, Haygrove is a profitable £100m+ business with cherry and berry farming enterprises in the UK, South Africa, China and Portugal. The business also has 'Growing Systems' equipment sale subsidiaries in Germany, USA, Mexico, South Africa , Poland, China and further afield, with sales in over 40 countries.

Listed in 2011 as in the *‘Fastest 500’* companies in the EU in terms of growing employment; in 2012 in the Sunday Times ‘Fastest growing in international sales in the UK’; and in 2017 as Herefordshire and Worcestershire's 'Exporter of the Year'; this medium-sized practical business is exciting, complex, and in a fast fresh industry. Growing at 20-30% pa and with international breadth, opportunity in Haygrove is never scarce. It is more likely you will be stretched than bored.

Haygrove selects its people carefully, and works hard to shape roles to individual talents, whilst always living the company values. The business defines success in human terms, constantly seeking *to “create opportunities for great people, particularly those who have drawn the short straw”* , and measuring its’ results across three bottom lines: People, Profit and Planet.

Job Types: Full-time, Fixed term contract

Contract length: 12 months