Commercial Co-Ordinator, Cambridge, £24K - £30K

A well-established and successful UK manufacturer based in Cambridge is looking for a Commercial Co-ordinator. This opportunity is due to successful organic growth that will include a two-month induction training program where you will be exposed to all areas of the business giving you a clear understanding of the company and their vision before starting your role within the commercial team.

Reporting to the Commercial Manager, you will provide support in the day-to-day of running of all operational and commercial matters for both customers and suppliers. You will provide full support to the Commercial Manager and senior Directors where necessary and promote a strong and positive relationship between the Commercial team and all other departments.

Ideally you will be degree qualified or similar calibre to support predicted growth and strategy involved in front to back fulfilment of all business orders. You will possess outgoing interpersonal skills with attention to detail with accuracy, good with numbers, solving problems and concepts for continuous improvement.

Responsibilities

- Establish and maintain a standard of effective working that supports the strategic vision.
- Embed a strong working relationship with all our partners.
- Manage the order fulfilment and invoicing processes. This includes processing orders through the ERP system, liaison with internal departments and both our customers and suppliers, and the providing support on the completion of documentation to facilitate all deliveries.
- Ensure that all orders are checked for correct lead-times, pricing and MOQs prior to being entered onto the ERP system.
- Escalate to your line manager any orders which are at risk of not being fulfilled and/or at risk of not meeting agreed service delivery performance criteria.
- Complete and provide open order reviews and reports for customers and sub-contractors regularly.
- Ensure that the ERP system is accurately maintained.
- Ensure the daily logs are kept up to date and supporting information is accurate and on time.
- Assist in ensuring that all queries are all dealt with in a professional manner and to the customer's and suppliers' full satisfaction within 48 hours of receipt.
- Ensure that a very high level of customer and supplier care is maintained at all times.
- Actively participate in team meetings, taking and distributing minutes and following up actions.
- Review complex queries to the Commercial Manager and to seek support in ensuring these are resolved within the agreed target response time.
- Assist in the maintenance of shipping Instructions and hard copy files. This includes ensuring that the ERP system is consistent with agreed input formats.
- Ensure that all customer shipping documents are compiled and sent to customers and/or their broker in advance of critical dates.
- Be aware of and assist in the resolution of all customer and sub-contractor enquiries and issues including resolution of formal non-conformances.

This is a great opportunity where you will support the Commercial Manager and work within a growing innovative organisation that continually strives to maintain the respect and trust of their Customers.