



Job Description – Admin & Customer Support Assistant

About MW Polymers:

MW Polymers is a market leader in industrial sealants, coatings, and adhesives. A family-owned business with an excellent reputation, we work with a wide range of customers in sectors including gas and water. We have been in business for over 40 years and continue to adapt to our customer's needs, investing in research & development to ensure we remain at the forefront of this rapidly growing market.

We are looking to recruit individuals with the right attitude, focus and enthusiasm to join our team.

About You:

The ideal candidate will have unwavering attention to detail, with an excellent aptitude for customer service skills. Confident in their ability to build rapport with a variety of audiences both virtually and face-to-face, with the ability to support a varied workload and conflicting deadlines.

The role will be varied, covering a whole spectrum of activities from general administrative support, research, events, client development and many, many more.

Driving licence and own transport essential

The following attributes would also be beneficial, but not essential as training provided:

- Experience of Sage Line 50
- Experience of using CRM such as Salesforce

Specific Tasks will include (but are not limited to):

- General administration and office support duties.
- Reception duties - greeting customers / phone calls / emails.
- Responding to customer enquiries
- Sales order and purchase order processing on sage
- Generation of reports to support finance
- Production administration, stock data, and labelling.
- Crafting personalised communications
- Carry out ad hoc duties or projects as may be required for business purposes.



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Standard Working Hours

Monday – Thursday: 8:30am – 5:00pm

Friday: 8:30am – 3:45pm

Benefits

- On-site parking
- Large and purpose-built facilities
- Company Pension Scheme
- Early Friday finish
- 22 days holiday per year plus statutory bank holidays
- Working with passionate, friendly and fun people

Essential Skills:

- Attention to detail.
- Excellent communication
- Good IT
- Good Numeracy
- Like working as part of a team
- Well presented, polite and tactful
- Have an interest in helping people