



creating better environments

**The Flooring Systems division offers a broad and attractive range of environmentally friendly natural linoleum, high-quality vinyl floors, entrance matting systems for cleaning and drying shoes, carpet tiles, needle felt, and Flotex, the washable high-tech textile flooring. Thanks to their excellent technical properties and attractive design, these flooring products are invariably the first choice for public buildings, department stores, hospitals, and other healthcare facilities, schools, libraries, commercial and office spaces, leisure centers, shops, hotels, restaurants, and cafeterias as well as for applications in the residential market. With a market share of about 70 percent, Forbo is the world leader in linoleum.**

**Flooring Systems also provides ready-made adhesives for floor covering installations, parquet flooring, and ceramic tiles, leveling compounds for the construction industry as well as liquid floors under the trade name Eurocol.**

Forbo Flooring, a division of Forbo Group, is a complex manufacturer of high-quality commercial and residential flooring with an extensive and attractive range of environmentally friendly linoleum, high-quality vinyl flooring & LVT, entrance flooring systems, carpet tiles, needlefelt and Flotex flocked flooring. With 15 sites across 26 countries and 3000 employees, the flooring division has 4 sites in the United Kingdom, generating sales of sales of £70m. Further information at <http://www.forbo.co.uk/>

This role is based at our Ripley, Derbyshire site working 37.5 hours per week. Reporting directly to the Customer Service Team Leader, the successful candidate will manage the end-to-end order process for the Nuway product line, ensuring that every order and inquiry is handled efficiently, accurately, and to the highest standards of customer satisfaction and company quality. Our goal is to continuously deliver Customer Service Excellence, ensuring we deliver the right product and service, at the right price, at the right time, to the right customer every single time. In this role you will proactively communicate with customers and suppliers to guarantee a seamless experience and closely collaborate with our manufacturing plants, fostering strong cross-functional relationships to optimize product availability, meet demand, and support revenue growth. Additionally, the position will involve leveraging opportunities to upsell, suggest product alternatives, and manage allocations to maximize customer satisfaction and inventory efficiency

## **Customer Service Agent [Nuway Product]**

Key responsibilities for the position include:

- Priority focus on a high level of customer service excellence, responsible for assigned Customer base ensuring all aspects of the Customer's order are managed and customer enquiries are handled efficiently, quotations and sample requests are prepared in a timely manner and projects are registered in the dedicated system (C4C) and CRM systems are up to date.
- Process all incoming orders onto the system, and ensure that Customer receives expected level of communication and follow up throughout
- Manage the Debit/Credit Note process to Customer and Company requirements and proforma invoice and account status communication with Customers as required
- Manage any customer Complaints & Returns effectively and efficiently
- Prepare Customer drawing presentations using CAD software when required, ensuring accuracy and timeliness in all instances
- Meet operational targets set for team/Department
- Liaise with Supply Chain and 3rd parties, to ensure required order delivery and report on failed/late deliveries to facilitate management follow-up