



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.

Customer Service Agent (location Kirkcaldy)

Join a global, market-leading commercial flooring manufacturer with over 150 years of industry experience. Known for high-quality, sustainable products and trusted on iconic projects worldwide, this organisation places customers at the heart of everything it does.

An exciting opportunity has arisen for a motivated and customer-focused individual to join the Customer Service team based in Kirkcaldy playing a key role in delivering a professional and efficient order-to-delivery service.

Customer Service Agent

What the role involves:

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- Delivery of service excellence through a communicative customer focused approach applied to the customer order process (both written and verbal)
- Process customer orders in a professional, timely and efficient manner
- Finalise customer quotations
- Communicate effectively with customers, undertaking necessary follow up calls during the order process
- Provide accurate advice to customers and internal stakeholders in regard to product specification, pricing and delivery timelines
- Maximise opportunities to switch sell, upsell and cross sell company products
- Manage debit/credit note process to meet customer and company requirements
- Manage customer complaints and returns effectively and efficiently
- Work with Logistics to resolve delivery issues

What we need from you:

- Minimum 3 years customer service experience (ideally from a contact centre/office environment)
- Order entry experience
- Excellent customer service delivery
- Demonstrable compliance with internal process
- Computer literacy including full MS Office suite
- Customer resolution experience

Desirable:

- Experience using SAP software
- Experience in manufacturing
- Knowledge of debit/credit note process

To apply for this position please send your CV to Calum Anderson: HR Business Partner
calum.anderson@forbo.com