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BRETT LANDSCAPING AND BUILDING PRODUCTS

* At least 2 years of experience in a customer service role.
* Ideally, previous experience within the manufacturing and/or construction industry.
* Proficient IT skills and experienced in using CRM systems.
* Proven ability to handle customer complaints effectively and professionally.
* A pro-active thinker with strong problem-solving skills.
* Excellent planning, organising and task implementation skills with a high degree of accuracy.
* Strong communication skills for interacting with internal and external contacts.
* Serve as the first point of contact for all customer inquiries, ensuring all communications are handled in a timely and efficient manner to provide exceptional customer service.
* Process customer orders proficiently and accurately within the appropriate time frames.
* Oversee the generation of quotes and provide pricing information to merchant stockists, collaborating with external sales teams when necessary to meet customer and business needs.
* Proactively identify and resolve issues as they arise to ensure smooth operations.
* Handle delivery and invoice queries proficiently, ensuring swift and effective resolution.
* Maintain accurate and up-to-date records and essential information for all customer interactions.

Customer Operations

Customer Service Co-Ordinator – Merchant Team

**Brett Landscaping & Building Products Head Office** Barrow-Upon-SoarCompetitive Rate of Pay and Benefits

# THE REQUIREMENTS

Brett is the UK’s largest independently owned building materials Group with over 60 sites across the South, South East, East and Midlands and employing over 700 people.

Part of the Brett Group,   
Brett Landscaping and Building Products produces and supplies a variety of hard landscaping and building products including block and decorative paving, decorative aggregates, and specialist kerbs. Primarily distributed through builders’ merchants and garden centres, all our products are backed by technical and product expertise.

With a reputation for excellence, we offer superb development opportunities to people keen to be a part of our continued growth. As an independent business we can offer real job satisfaction in an environment which encourages you to contribute, supports you in getting the job done and enables you to become part of a team that delivers building materials for   
big ideas.

# TO APPLY

To apply, please email a CV with covering details to,

[Land.Recruitment@brett.co.uk](mailto:Land.Recruitment@brett.co.uk)

The closing date: **31st January 2025**

**Brett Group operates an Equal Opportunities Policy**

THE ROLE