



Customer Support Assistant // DEVIZES, WILTSHIRE, UK

NCAB Group is a global leader in the Printed Circuit Board (PCB) industry, selling over 110 million PCBs yearly from 14 different countries. We are now looking for a **Customer Support Assistant to our Devizes office in Wiltshire, UK** who wants to join us in becoming *The Number 1 PCB Producer – wherever we are.*

This permanent role has come about due to progressive growth and expansion of our company. The successful candidate will provide administration/internal sales support to a friendly Sales team.

DUTIES WILL INCLUDE BUT ARE NOT LIMITED TO:

- Order Management – from generating purchase orders through to sales orders and delivery of goods, to be the main point of contact
- Quoting customers and following up quotes
- Liaise with customer on all aspects of the account management and coordinate and prioritise all customer enquiries
- Working with Key Account Managers to maximise margins and review opportunities
- Assisted customer visits

REQUIRED EXPERIENCE & KEY SKILLS:

- Strong commercial awareness
- Strong customer service skills
- Experience of working within a team
- Able to work under pressure in a very fast paced environment to tight deadlines
- Excellent organisational and planning skills
- The ability to be trained on local management tools and bespoke systems
- Strong communication skills
- Strong work ethic
- A confident and professional telephone manner
- Timekeeping – critical

WHO ARE WE?

At NCAB Group, it is the people that make us unique. We work according to our values Quality First, Strong Relationships and Full responsibility, and encourage employee empowerment and initiatives. We have a high employee engagement, and are proud to be considered as top three Employer of the year in the award *Powered by People* 2017. Read more about working with us [on our career pages](#).

We offer:

- Annual Salary starting at £18K progressing to £20K
- Pension (5% non - contributory)
- 25 days holiday plus statutory leave days
- Opportunities to progress
- Free parking
- Working hours:
 - Monday to Thursday 8.30am –5.30pm
 - Friday 8.30am to 1.30pm

WHAT'S NEXT?

If you are a competent individual and would like to take on a challenging role within a fast paced company – please contact:

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NCAB Group is a leading global Printed Circuit Board (PCB) supplier, selling over 110 million PCBs into 45 different countries and with a turnover of 154 (M)EUR. The company was founded in 1993 and has more than 365 employees in 14 countries in Europe, USA and China. Our products are mainly manufactured in China where we have an extensive and experienced factory management team, whose focus is managing our factory partners to deliver market leading performance.

NCAB Group have an enviable reputation of delivering a high quality product, on-time, competitively, and with a culture of excellent customer service. We work towards a sustainable business and are verified according to ISO 26000 – an international standard for social responsibility. Since 2017, NCAB is listed at Stockholm Nasdaq Exchange.

**Quality First.
Always.**



**Strong Relationships.
Makes the difference.**



**Full responsibility.
Easy to say.
Harder to deliver.**

