

AP Racing is the world's most successful Brake and Clutch supplier to the Motorsport market, providing systems to every F1 championship winner for the past 50 years. AP Racing is also a leading supplier of Brake and Clutch systems to the high-performance automotive OEM and aftermarket.

Following continued success based on ground breaking technologies and quality, AP Racing is entering the next phase of its development both in the race and road sectors.



## Customer Service Representative

This role is responsible for managing customer orders for components used by the manufacturers of high-performance cars and supercars. You will be maintaining regular contact with your customers in relation to the status of their orders, informing of any delays or unavailable products and offering mutually agreeable solutions. Concentrating on not only the order book but also the forecast and long-term demand. Working to provide proactive communication with customers across all steps in the order to invoice process.

### Primary Responsibilities:-

- Ownership of Specialty OE customer accounts and order book accuracy with forecast.
- Managing customer expectations through regular and proactive communication.
- Maintaining fruitful relationships with existing customers.
- Processing Customer orders through to invoice.
- Co-ordination with other departments ensuring best service and delivery to customers.

### Key Activities:-

- Develop positive relationships with clients.
- Act as the point of contact and handle customers' individual needs.
- Processing of customer orders through the business.
- Work closely with the Account Engineers and Sales team to understand Customer requirements.
- Add orders to business system in line with Customer requests and business capabilities to achieve.
- Attend production/sales meetings as required.
- Identify any issues relating to orders made and report back to Customer.
- Arrange shipment/collection of parts with Customers or their nominated freight partner.
- Create picking notes, delivery notes and invoices to allow parts to be delivered to Customer.
- Liaison with Customers, checking details and building rapport.
- Receive telephone calls from Customer and offer advice/support as required.
- Receive email communication from Customer and offer advice/support as required.
- Attend meetings with Customers as required both at AP Racing and at Customers business location.
- Contributing to the implementation of new systems and improved ways of working.
- Provides quality customer service, including interacting with customers, answering customer enquiries, and effectively resolving customer complaint.
- Contributes to sales metrics (e.g. quarterly sales results and annual forecasts)
- Suggest actions to improve sales performance and identify opportunities for growth.
- To embrace new technology including new software whenever required by the business.
- To attend training courses as required.
- To attend meetings as requested, this may include with suppliers under the support of another member of the team.
- Complete and maintain accurate, timely documentation and records as required by the business.
- Maintain the required standards of housekeeping.
- Undertake self-development activities as required by the business.
- Undertake any other tasks or duties as required by any Director or relevant level authority within the business
- Contribute to the continuous improvement of processes and practices operated by the Company.

### Competencies and Skills Required:-

- Must have excellent interpersonal skills
- Strong communication and IT fluency with both Microsoft products and ERP / MRP systems
- Experience of CRM and SAP preferred.
- Excellent communication skills; written and verbal.
- Must be detail oriented and an active listener.
- Must possess strong customer service skills; connecting and building rapport.
- Must have good negotiation skills.
- Excellent time management and organisation.

The ideal candidate will have at least 2 years' experience within an OE automotive supplier focusing on customer order management or customer service.

To be considered for an exciting role, please contact [HR@apracing.co.uk](mailto:HR@apracing.co.uk) with CV and Salary details.

Strictly no agencies please

