

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 racing cars and supercars, as well as distributors of AP Racing products.

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.

Working to provide proactive communication with customers across all steps in the order to invoice process.

The ideal candidate will have previous sales administration experience focusing on customer order management or customer service. Experience in Motorsport or Automotive would be beneficial, or simply a passion for this industry.

AP Racing is an exciting and engaging place to work; most importantly we are looking for a person with the right attitude and enthusiasm for the role.

### Day to Day you will:-

- Process received orders through to delivery and following up with customers
- Serve as a point of contact for customers with queries about orders and deliveries.
- Provide quotations to customers who have submitted enquiries
- Working with other departments to ensuring the best service and delivery to customers.

### Key Activities:-

- Act as the point of contact and handle customers' individual needs
- Develop positive relationships with clients.
- Processing of customer orders through the business.
- Support 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.
- 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 e-mail communication from Customer and offer advise/support as required.
- Attend meetings with Customers as required both at AP Racing and at Customers business location.
- Provides quality customer service, including interacting with customers, answering customer enquiries, and effectively resolving customer complaint.
- To embrace new technology including new software whenever required by the business.
- 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.

### Competencies and Skills:-

- 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@apracings.co.uk](mailto:HR@apracings.co.uk) with CV and Salary details.

**Strictly no agencies please**

