

**Hiring organization**

T&K Associates

Employment Type

Full-time, Permanent

Job Location

Milton Keynes

Working Hours

36.25 hours per week

Base Salary

£ 35000 - £ 35000

Date posted

July 23, 2026

Customer Service Representative – Milton Keynes

Description

Due to **exceptional growth** T&K Associates are currently recruiting on behalf of our Client in Milton Keynes for a **Customer Service Representative** to join their expanding team on a **permanent basis**.

Reporting to the Customer Care Team Leader, you will be the central link between the Customer, Operations, Sales team and you will be supporting the office to ensure the Clients requirements are met in the most efficient and cost-effective way. You will build relationships with Customers and manage the sales order process through to shipment.

This is a fantastic opportunity to join a reputable Company who value each one of their employees and offer some excellent benefits!

Job Benefits

- 5% Annual Company bonus paid based on Company profit and individual performance
- Flexi time system subject to business needs with a start time anywhere from 8am
- Flexible hybrid working upon completion of training (1 days home based / 4 days office based)
- Discounted shopping
- Employer Pension contribution – up to a maximum of 12%
- Cycle to work scheme
- Life assurance x 4 annual earnings
- Health insurance
- Free on-site parking
- 25 days holiday per year + bank holidays
- Subsidised canteen facility on site & free tea / coffee

Responsibilities

- Build Customer care strategy and follow Company guidelines
- Identify opportunities for improvement in Customer care and participate in projects when relevant
- Provide support for assigned Customers and other team members to meet order requirements and escalate issues
- Work with the Customer care team on Customer relationship and delivering a first-class experience
- Collaboration with Customers, Operations, Sales, and Company service office
- Resolve request for order changes, issues and handle Customer complaints and enquiries internally and externally
- When applicable determine corrective action with the help of the support office and control tower
- Prepare debit and credit notes, process quality notifications and Customer returns
- Manage Customer expectations and build strong relationships
- Collect Customer forecast, enter into tool and collaborate with planning on

information relating to demand planning and stock positions whilst participating in planning meetings

- Proactively ask for and act upon Customer feedback
- Update and maintain accurate customer records, including Customer specific information, contracts, labelling, packaging and stock requirements
- Follow the new Customer/product processes and contribute to improve new customer experience
- Identify the right communication method based on the sense of urgency and issue
- Participate to Customer visits and presentations

Person Specification

- At least, High School or Secondary Education Diploma
- Associate or University Degree is preferred
- English and another language(s) is preferred
- 1 year in the industry including customer facing role is preferred
- Microsoft Office expertise
- Interpersonal and communication skills
- Demonstrated Customer Relationship Management
- Basic Inventory Management knowledge
- Negotiation skills