

LEAD CUSTOMER SERVICE COORDINATOR

Burrows, Lightbourn Ltd., a leading distributor of Beer, Wine and Spirits in Bermuda is seeking a professional and highly motivated **Lead Customer Service Coordinator** for our warehouse operations.

The successful individual will provide existing and potential customers with support to enhance their satisfaction with the company and our products or services, and to manage the Order Department in the absence of the Customer Service Manager.

Primary responsibilities include:

- In the absence of the Customer Service Manager, oversee daily operations of the Order Department.
- Handle all incoming calls.
- Make product recommendations or services to customers based on their needs and preferences.
- Handle customer complaints and provide alternatives and/or solutions to ensure resolution of complaints.
- Process orders placed by internal and external customers.
- Prepare orders and picking slips as required.
- On occasion, assist with picking and preparing orders for delivery.
- Report any shortage or surplus of inventory and errors to Warehouse Management.
- Practice safe and secure material handling methods and distributes merchandise properly in accordance with processing standards.
- Safeguard the product: Ensure accurate inventory reconciliation and assist in resolving discrepancies as required.
- Assist in cycle counting as required.
- Adhere to health & safety policies and quality standards: Safely operate manual and mechanical equipment according to procedures and immediately report every accident or incident to manager.
- Perform cleanup activities in the work area to ensure safety and cleanliness of warehouse.
- Any other duties as assigned by management.

The successful applicant must possess:

- High school diploma or equivalent is preferred.
- Experience with order and inventory systems.
- Strong computer skills and sound working knowledge of Microsoft Office products (Word, Excel, and Outlook).
- Ability to read and write in English.
- Must have adequate math skills and be able to recognize and read location codes and product codes.
- Good communication skills.
- Great attention to detail.
- Strong conflict resolution.
- Professional and polite telephone manners.
- Ability to work independently and within a team environment.
- Ability to work extended hours, evenings, weekends, and public holidays.
- Ability to lift boxes of up to 50 lbs.

As a member of the Gibbons Group of Companies, employees receive major medical insurance benefits, a contributory pension plan, group company discounts and access to an employee assistance program.



If interested in this career opportunity, please send a resumé and cover letter, along with 2 employment references to:

humanresources@bll.bm

Closing Date:

January 6th, 2023

Only applicants who have been shortlisted for an interview will be contacted.