



Project Co-Ordinator

NO AGENCIES

AVK UK LIMITED

AVK UK Limited is part of the AVK Group; market leaders in the supply of valves, fittings and flow control equipment to the Water, Waste Water, Oil and Gas industries throughout the world.

A vacancy has arisen for a Project Co-Ordinator, based at our facility in Northampton, reporting to the Sales Operations Manager.

Brief Overview:

The main purpose of the role is to act as point of contact within the company for all UK customers by preparing quotations and documentation and processing the Sales orders.

The primary tasks include, but are not limited to:-

1. To respond to telephone enquiries and correspondence from customers
2. To be responsible for raising purchase orders relating to Projects
3. To raise discrepancy complaints form when required
4. To be responsible for ordering non-stock items from Suppliers as required
5. Regular communications with Customers to clarify requirements and advising framework pricing, lead times and delivery dates

Qualifications and skills:

The successful applicant will have a high standard of education or relevant industry experience. To be conscientious, energetic, accurate and possess good communication skills. Ideally 1-2 years' experience within a similar industry.

If you want to join a progressive and successful organisation, then we would like to meet you.

A full job description can be obtained from Abbie – HR Assistant. Written applications including a full C.V. should be sent to Abbie by 30 September 2020.

Please apply in writing, including full C.V. to:

Abbie Bailey – HR Assistant
AVK UK Ltd
Colliery Close
Ireland Industrial Estate
Staveley, Chesterfield
S43 3FH
Email: abba@avkuk.co.uk



The AVK UK group of companies is part of the globally renowned AVK group who are based in over 90 countries and known as one of the leading innovators and manufacturers of high-quality valves and fittings for the water, wastewater and gas industries worldwide.



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Job Title: Project Co-Ordinator	Department: Sales
Reporting to: Sales Operations Manager	Responsible for: N/A
Other Working Relationships: Internal: External Sales External: Customers	
Main Purpose of the job: To act as point of contact within the company for all UK customers, to process sales orders, prepare quotations and documentation.	

Responsibilities/Duties

- Respond to telephone enquiries and correspondence from customers
- Responsible for the order processing of sales and the raising of purchase orders relating to projects
- Raise discrepancy complaint forms when required
- To be technically competent in all product and related equipment
- Provide quotations and prices for projects
- Ordering of non-stock items from Suppliers as required for Customers orders relating to projects
- Communicating with Customers to clarify requirements and advising framework pricing, lead times and delivery dates
- Increase sales by advising customers of products that complement or support the ones they are ordering
- Assist with customer complaints
- Liaise with Suppliers and Technical Support to ensure our offers meet Customer's requirements
- Use computerised system to raise quotes, confirm purchase orders and to place orders
- Deal with customer and discrepancy complaints
- Working with and Supporting Key Account Managers and Market Sector Managers
- Pro-active sales calls to enhance orders
- To assist the customer service team as and when required
- Ensure you show regard for your fellow colleagues
- Comply with ISO 9002 and ISO 14001 procedures
- Ensure health and safety regulations are adhered to at all times

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessary by your changing role within the organisation and the overall business objectives of the organisation.

Signed (Job Holder): Date:

Signed (Line Manager): Date:

Issue No	1	2	3	4	5
Date	10/06	01/08	07/14	2/2020	



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	Essential	Desirable	Identified by
Qualifications	GSCE , A Level	Degree	Application form and cv
Skills/Attributes	Excellent written and verbal communication skills Computer literate including knowledge of Microsoft office software Able to work on own initiative Professional telephone manner	Knowledge of Navision and CRM	Application form and cv
Knowledge		Valves & fittings	Application form, cv and interview
Relevant Experience	Office based, customer service	Water industry	Application form, cv and interview
Personal Qualities	Personable and confident Self-motivated, organised, credible, reliable and determined Ability to work under pressure Team player Keen for new experience, responsibility and accountability		Interview
Appearance/Disposition	Professional in approach Business like in appearance		Interview
Circumstances			



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