



Job Title	Customer Operations Executive
Department	Customer Operations
Approximate Department Size	14
Reports to	Customer Operations Manager
Direct Reports	None
Working hours and pattern	40 hours per week 5 days from 7 Between 06.00 until 18.00 as required
Will this role qualify for tronc or bonus?	Annual bonus scheme

Purpose of this role
The Customer Operations Executive supports the day-to-day delivery of activities across customer service, transport and B2B operations. The role ensures accurate order processing, effective customer communication, and smooth coordination of delivery operations, contributing to a high-quality end-to-end customer experience.
Responsibilities
Customer Service Support • Respond to customer enquiries via phone and email, maintaining a professional and consistent tone. • Support fulfilment processes including refunds, subscriptions, loyalty schemes, and aftersales. • Assist in managing customer experience during peak trading periods. • Monitor and log customer feedback, issues, and resolutions. • Support customer retention activities and follow-up communications. Transport & Delivery Support • Support delivery route planning and coordination of driver schedules. • Assist with preparation of transport documentation. • Liaise with carriers regarding bookings, deliveries, and issue resolution. • Support tracking of deliveries and handling of delivery queries and claims. B2B & Business Operations Support • Support order processing and coordination, ensuring accuracy and timely delivery. • Assist with customer queries, samples, and order updates. • Liaise with finance and operational teams to support smooth order fulfilment. • Maintain accurate records and support reporting on performance metrics.



Characteristics needed for this role
• Strong organisational skills with the ability to manage multiple tasks. • High attention to detail across orders, documentation, and processes. • Clear and professional communication skills. • Team-oriented with the ability to work across multiple functions. • Proactive and adaptable approach to changing priorities. • Customer-focused with a commitment to high service standards.
Skills and experience needed for this role
Operations & Process Management • Experience managing high-volume order processing • Ability to streamline workflows and improve efficiency • Strong organizational skills for handling multiple complex priorities Relationship Management • Excellent communication with diverse customers • Confident, professional customer interactions • Ability to build and maintain strong business relationships Commercial & Analytical • Commercial awareness (understanding business drivers) • Ability to analyse data and identify trends Key Mindsets • Problem-solving mindset • Results-driven and customer-focused • Proactive approach to issues • Ownership of responsibilities
Skills and experience desired for this role
• None desired
Qualifications needed for this role
• GCSEs/A-Levels (or equivalent) in English and Maths — essential for reporting, data analysis, and professional communication
Qualifications desired for this role
• None desired
What systems will be used in this role?
• Sage X3 or similar ERP software • MS Office Suite • Claude AI/ChatGPT • External supplier portals • Helpscout
Department Description
The Ecommerce & Retail division is the strategic revenue-generating part of the business which is behind developing, promoting and growing The Newt in Somerset as a fine-quality grocery & beverage brand that is both producer and direct-to-consumer supplier. This is achieved via a full vertically-integrated consumer proposition and operation that allows tight quality control across all phases of the product delivery, making it a truly best-in-class experience to our customers.

