VIP | GLOBALLY APPROVED SEALING GASKETS

CUSTOMER SERVICE REPRESENTATIVE

Posted: 28 October 2026

Salary: Subject to Knowledge/Skills and Experience

Hours: 37.5 hours per week, 8.00 a.m. to 4.30 p.m., Monday to Thursday and 8.00 a.m. to 2.00 p.m. on Friday (with half an hour lunch break)

Job Type: Permanent

Deadline: 01 December 2026

Established in 1923, VIP-Polymers Ltd have been at the forefront of polymer engineering and are now recognised as one of the leading global providers of sealing solutions for a number of applications:

- Pipelines for the transportation of drinking and dirty water
- Tunnels, ensuring they remain watertight
- Rail, having developed a number of sealing, noise suppression and anti-vibration components

Description

An exciting opportunity has arisen at our Huntingdon site for a Customer Service Representative to be part of our Customer Service team. If you are looking to progress your career, we have the position for you.

The Customer Service Representative will:-

- Be the customer's point of contact, responding promptly and professionally to enquiries;
- Receive, verify and process customer orders and quotation accurately and efficiently using our ERP system;
- Provide customers with pricing information, order updates and delivery schedules;
- Liaise with our Warehouse and Operations teams to ensure orders are despatched accurately and on time;
- Arrange UK and international deliveries, liaising with freight forwarders, carriers and couriers;
- Prepare and check shipping documentation, including commercial invoices, packing lists and export paperwork;
- Assist with ensuring shipments comply with relevant customs regulations and export requirements;
- Resolve customer queries, delivery issues and complaints in a professional and timely manner;
- Maintain accurate customer records, pricing information and associated documentation;
- Contact customers direct to seek orders and/or information under instruction from the Account Manager.

Profile

The successful candidate will possess:-

- Excellent communications skills, both written and verbal;
- Strong organisational skills;
- A proactive and flexible approach to achieving results.
- Good IT skills, including experience of working with computerised business systems.
- The ability to manage multiple tasks, prioritise workloads and meet demands;
- A confident, professional and courteous telephone manner;
- A proactive and flexible approach, with a willingness to learn;
- The ability to work independently and as part of a team;
- A genuine commitment to providing excellent customer service.

Desirable but not essential:

- Experience in logistics, shipping or export administration;
- Knowledge of international shipping procedures and export documentation;
- Experience of using SAGE or a similar ERP system.

Salary will be commensurate to the skills/experience of the successful candidate.

Company Benefits

VIP are passionate about our people and strive to develop our staff so that they reach their full potential. We offer a competitive benefits package including:

- 25 days annual leave + bank holidays
- Contributory pension plan
- Free onsite parking and company workwear

Please send a copy of your CV to:

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