



Job title | Sales Administrator & Customer Service

Location | Nylacast Engineered Products, Leicester, LE4 9LN

Hours | 08:30 to 17:00, Monday to Friday with a daily 1-hour lunch break

The Company

Nylacast Engineered Products are a worldwide leader in the design, manufacture, and supply of engineering polymer solutions, with a global brand presence and 6 worldwide locations.

The Role

The successful candidate will be a key member of the Customer Service Team. The Sales Administrator & Customer Service will be in control of the sales and order cycles, assist in planning priorities, coordinate and interact with many different internal and external customers. Coordinates with other departments in handling, enquires orders and providing excellent customer service.

Key Responsibilities:

- Work with customers and sales team.
 - Manage inflow of enquires from internal and external customers.
 - Work with the sales team to review, return offers.
 - Support and handle internal and external customer queries.
 - Proactively follow up enquiries.
 - Assist with Customer Services which includes order progress status updates
 - Provide logistics assistance to customers.
 - Accurately manage the CRM & ERP system
 - Contract review and order processing.
 - Document control.
 - Adhere and act professionally with company policies and procedures to exceed customer expectations.
 - Adhere to company Health & Safety regulation as outlined in the Employees Handbook.
 - To undertake additional training and other relevant duties as required.
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Skills and Qualifications:

- Excellent communication skills, both on the telephone and face to face.
- Must have experience of working with customers - business to business.
- Good numeracy and literacy skills.



- Strong eye for detail with exceptional accuracy.
- Highly organised and proficient in general administration duties.
- Ability to build effective relationships, both internal and external.
- Ability to problem solve, work independently, and identify key priorities.
- Experience of ERP/CRM systems and Microsoft Office required
- Strong Microsoft Excel Skills

Equal opportunities and other information:

Nylacast Engineered Products Ltd. welcomes the talent of people from diverse backgrounds to provide expertise dedication and imagination to propel us to a prosperous future. We believe that all employees have a right to be treated with dignity and as such will not tolerate any form of harassment.

Nylacast operates a non-smoking policy.

Kindly note due to the high level of applications that we receive, we will only be contacting applicants that will be taken through to the next stage.

Closing date for applications: 31 July 2026