

Customer Services & Accounts Administrator

Massey Feeds is a **PROGRESSIVE FAMILY** business that **CARES** about its employees and customers. Our teams are **PASSIONATE** about the industry and the feed we produce. Farmers across the North of England **TRUST** us to manufacture high quality animal feed to feed to the animals which feed the nation.

Duties include:

- Answering phone to customers, suppliers, and sales representatives
- Serving customers at the front desk and taking payment
- Processing and amending sales orders which come in via email/ phone/ in person
- Liaising with sales, transport, and production teams
- Order confirmations
- Invoicing and crediting customer accounts
- Dealing with customer queries and complaints
- Processing of customer payments via cheque/ card and cash
- General office administrative tasks

Hours of work are Monday to Friday 0830hrs-1730hrs

Benefits:

- Company pension
- Group Life Assurance Scheme
- Additional holidays with years of service
- Optional Accident Insurance
- Cycle to work scheme
- Employee discount
- Free parking
- On-site parking

Education:

- GCSE or equivalent (preferred)

Massey Feeds are a progressive 5th generation family-owned business who are an integral part of the food chain, working in partnership with the local and national farming community. Our team of trusted, respected, reliable experts provide research-based animal nutrition knowledge, innovation, and flexibility to the farming community as they seek to add value and promote profitability on their farms.

By all working together, we will consistently and efficiently manufacture and deliver top quality feed, adhering to and supporting our Feed Assurance Scheme requirements. Our Customer Service team will ensure you receive the feed you want, when you need it in a polite and friendly manner.

Benefits include; Pension, discretionary sick pay, Group Life Assurance Scheme, additional holidays with years of service



Please submit CV's to hannah.mcmahon@masseyfeeds.co.uk

Massey Feeds, Cranage Mills, Knutsford Road, Holmes Chapel, Cheshire, CW4 8EE, 01477 536300

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We recognise the challenges of agricultural production and the special community of land and livestock management across all the generations on each farm. We will, therefore, be walking by your side all year round with our no nonsense, can-do attitude helping you secure your families future.

