

Customer Service Representative / Account Manager (37.5 hrs)

Polymark Group

Location: Daventry Northamptonshire

Salary: £25,000-£29,000 pa – Permanent, Full-time

Start date: by mutual agreement

Do you have a sharp eye for service and customer satisfaction? Are you driven to build strong, long-term client relationships and communicate clearly? Do you enjoy working independently while being part of a committed international team? Then you'll feel at home at Polymark Group.

About Polymark Group

Polymark specialises in transfers, emblems and labels for the decoration and identification of garments and textiles. We provide durable, innovative solutions to customers across Europe, from workwear and sportswear to promotional items. By combining smart technology with craftsmanship, we can realise any design exactly as our customers envision it. (More info: polymarkgroup.com)

About the role

We are strengthening our team with a Customer Service Representative / Account Manager in the UK. In this varied role, you are the primary point of contact for our customers in the UK. You ensure orders run smoothly, think along with clients to find the right solutions, and manage, nurture and expand customer relationships. With care, not hard sales.

You'll be in daily contact with customers by email and phone and work closely with colleagues in Portugal and abroad (Netherlands, Germany, Italy and France). Work is carried out at our office in Daventry and you will occasionally visit customers on site; therefore, a driving licence is required.

You'll also be part of our international network: you will attend our annual sales meeting in Portugal (where our production facility is located) and support at trade fairs in the UK and abroad, speaking with customers and visitors.

Knowledge of our products and production process is essential to succeed in this role. For that reason, part of your onboarding will take place at our production facility in Portugal.

What we offer

- A varied, independent role within a committed international team
- Plenty of room for initiative
- A friendly, informal working atmosphere
- Market-competitive salary aligned with your education and experience
- Attractive secondary benefits

What you bring

- Several years' experience in a customer-facing role (e.g., customer service, order processing, or account management)
- Enthusiastic, strong communicator, solution-oriented and accurate
- Above all: service-minded
- Good command of English; Multi-Language is a plus
- You enjoy working independently and feel comfortable in a small team

