

Company	OMEX Agriculture Ltd.
Main Site	Bardney
Job Title	Customer Service Specialist
Contract Terms	Full Time, Permanent

OMEX

OMEX is the market leader in liquid fertilisers in the UK and Ireland, manufacturing and exporting a unique range of plant nutrients and crop health promoters nationally and internationally.

Overview of Role

As a Customer Service Specialist, you will play a key role in supporting the UK Distribution team by managing administrative and customer service activities. You will be responsible for the input of Irish bulk orders, the arrangement of palletised goods collections, and the distribution of speciality products to customers. This role is central to ensuring smooth operations and high levels of customer satisfaction.

Key Responsibilities

- Input and manage Irish bulk orders and speciality product orders.
- Arrange the collection and delivery of palletised goods to customers.
- Maintain compliance with quality, safety, and environmental legislation.
- Support haulier relationships and ensure cost-effective service delivery.
- Maintain accurate records for trailer services, MOTs, and goods receipting.
- Communicate daily with the Logistics and Customer Services Manager and relevant stakeholders.
- Ensure systems and processes support FIAS accreditation.
- Develop and implement improved administrative procedures.
- Prioritise tasks and manage time effectively.
- Any other duties as reasonably required.

Qualifications, Skills and Experience

- Minimum 3 years' experience in administration, ideally within logistics/distribution.
- Strong interpersonal and communication skills.
- High level of numerical and analytical ability.
- Advanced Excel and IT systems proficiency.
- A-level education or equivalent.
- Relevant administrative or compliance qualifications.
- Full UK driving licence.

Vision Strategy

Product Performance

Provide products that consistently meet / exceed expectations. Products that are reliable, efficient, accurate, easy to use and provide optimal nutrition to crops resulting in excellent crop yield, quality and sustainability.

Logistics	Maximum customer satisfaction achieved through efficient infrastructure, accurate demand forecasting, effective system management and cost optimisation.
Technical Support	Commercial teams possess a deep understanding of products and application to help farmers use fertilisers more efficiently, have effective communication skills, respond in a timely manner and have a customer centric approach.
Quality	Consistently high-quality standards achieved in operations through continual evaluation of processes and product formulations to eliminate problems.
Safety	Superior safety standards achieved through establishing a strong safety culture where employees recognize the importance of safety, feel confident in reporting hazards and have the necessary training to work safely.
People	An engaged, motivated and loyal workforce that are encouraged, empowered and given a work environment that provides opportunities to reach their full potential.

FOCUS on Values	
Fulfilment	• Happy • Motivated • Challenged • Rewarded • Developed • Appreciated
One-Team	• Communicate Well • Support Others • Align with decisions • Involve the right people
Collaborate	• Build partnerships based on trust and respect both internally and externally
Use a Strategic Mindset	• Maintain a long-term perspective • Innovate • Think Broadly • Be willing to change • Use data to drive decisions
Strong Execution	• Focus on priorities • Coordinate resources • Clear accountability • Work at the right pace • Don't cut corners