



Cranwood Industries Ltd is a modern hi-tech timber machining facility based in Milltown East Industrial Estate, Upper Dromore Road, Warrenpoint. Using state of the art machinery, we have the capacity to supply both standard and bespoke timber products for all types of projects. We are currently looking to recruit a Customer Support Co-ordinator to join our team.

Customer Support Co-ordinator

Cranwood Industries, Warrenpoint

Currently we are looking to recruit a Customer Support Coordinator. This is an excellent opportunity for the right candidate to develop their sales experience and play an integral role within Cranwood Industries.

Role Purpose

- Act as the key link between customers, sales representatives, production, and operations.
- Ensure customer enquiries, quotations, orders, and issues are managed efficiently.
- Support external sales teams to deliver excellent customer service.
- Provide regular communication and updates to customers throughout the order process.
- Help identify opportunities to improve customer experience and service levels.

Responsibilities:

- Manage day-to-day customer communications.
- Provide order status updates and follow up on enquiries.
- Liaise with production, planning, transport, and sales teams.
- Coordinate quotations and customer requirements.
- Resolve customer issues and escalate where required.
- Maintain CRM and customer records.
- Support external sales representatives with account administration.
- Monitor order progress from enquiry through to delivery.
- Build strong relationships with merchant branches and key customers.
- Produce customer and sales activity reports.

Essential Criteria:

- Proven experience in a sales role.
- Knowledge of timber products is highly preferred.
- Strong analytical skills.
- Excellent communication, interpersonal and organisational skills.
- A proactive attitude.
- Ability to balance independent work with collaborative team efforts.
- Results driven mindset with a passion for achieving sales targets.
- Computer literate and comfortable operating Microsoft Excel, PowerPoint, and Word.

Benefits:

- Attractive package offered.
- Company Pension Scheme
- Opportunity for Excellent Career
- Staff Discount
- Long Service Leave and Recognition
- Westfield Health Cash Plan (After successful completion of 6 month's probationary period)

Closing date: Friday 30th October 2026

To apply please:

Email CV to: MRice@mbm.ie

Download application form from www.murdockbuildersmerchants.com