



# NILORN UK LTD

ADDING VALUE TO YOUR BRAND

BRANDING • DESIGN • PRODUCT DEVELOPMENT • LOGISTICS

## Job Description - Senior Account Co-ordinator

### Overview

- Take a lead role and daily point of contact for client (Brand Owner, Retailer) and customer (Garment Manufacturer)
- Working as part of a team, using own initiative and decision making
- Personally responsible for your allocated accounts alongside GKAM/AM
- Reporting to the Office Manager

### Responsibilities

- Product development – specification, design, sampling, preparing and updating costing and development sheets
- Product management – inventory planning and monitoring, logistics, system setup
- Build on and maintain excellent client relationships
- Work closely with GKAM/AM to achieve required outcome of projects
- Customer management – order processing and monitoring
- Managing and maintaining Web Order System:-
  - Admin
  - Promotion to customers
  - Education
- Sales and respective administration process control, including financial procedures

### Personal Skills Development

- Product knowledge – personally gaining and sharing of ideas, new techniques etc. with others in the business
- Time management – working to deadlines within critical paths, high level of responsiveness
- Project management – prioritise, advise and oversee other members of the development team internally and overseas
- Systems knowledge – Outlook, Navision, Excel, Adobe, Web Order System, The Eagle
- High level of customer service whilst maintaining attention to company profitability
- Excellent record keeping, admin etc
- Effective and professional communication skills telephone & electronically with overseas offices, and face to face
- Strive at all times to exceed client's expectations
- Personal development

#### ADDRESS

Nilorn UK Ltd  
Unit 1A Acre Park,  
Dalton Lane,  
Keighley,  
BD21 4JH

#### CONTACT

01535 673 500  
info@uk.nilorn.com

#### ONLINE

nilorn.co.uk

#### SOCIAL

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#### WORLDWIDE

BANGLADESH BELGIUM DENMARK  
GERMANY HONG KONG INDIA ITALY  
PAKISTAN PORTUGAL SHANGHAI  
SWEDEN SWITZERLAND TURKEY  
UNITED KINGDOM USA

#### REGISTERED

Nilorn UK Ltd  
No: 00 434 050  
England & Wales  
VAT: 179 346 916



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## Personal Attributes

- Discretion – client projects may hold sensitive or confidential information
- Take ownership of projects ensuring you are confident in the end result
- Capable of making decisions and using your initiative in pressurised situations
- Excellent accuracy in all areas especially numeracy and literacy with high attention to detail
- Working as part of a team to meet company objectives
- Promote Nilorn's products, services and core values at all times
- Working to get the job done as necessary
- Being proactive and responsive
- Adherence to the practises and procedures of Nilorn UK as outlined within QMS manual and departmental processes
- Travel may be required as part of the role

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