A collage of hands holding a cat

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**Join Our Team: Customer Service Executive**

We are seeking an enthusiastic Customer Service Executive to join our team at our scenic Northamptonshire office.

**The Opportunity:**

* A role within a **top 10 Global Animal Health player**, in a market delivering consistent year-on-year growth.
* Work as part of our **ambitious and dedicated Customer Service team**.
* Enjoy **hybrid working** that ensures the perfect work-life balance.
* Work in a **stunning rural business park**, complete with gym facilities, walking and running trails and on-site café.
* Bring your furry friend to our **dog-friendly office**!

**The Role:**

* **First point of contact for the Company’s customers via our careline** supporting Veterinary professionals, Pet owners, Farmers, Wholesalers and Retailers, delivering a high level of customer service and efficiency in support of their enquiries.
* Working in collaboration with our team of vets**, provide support for technical and quality enquiries related to our product portfolio** and associated services.
* **Continually invest in technical knowledge** and understanding of our product portfolio and related market through **regular training.**
* **Work closely with our external suppliers, wholesalers and distributors within the UK and ROI,** in relation to direct supply of our products and services, execute timely and accurate administration including sales order processing, order acknowledgements, invoicing, raising credits, debits and resolving customer enquiries relating to general supply.
* Attend and participate in **product launch’s**, congresses and commercial meetings where relevant to support exchange of knowledge, training and best practice.

**We Value:**

* Qualified RVN or MRCVS
* Excellent communication skills, proactive approach with the ability to build rapport quickly
* Strong organisational and administrative skills­­­­
* Effective teamwork and collaboration
* Experience of Customer Service or Veterinary technical support

**Ready to join our passionate and driven team? Apply now** and step into a role where your skills really matter. Email: [uk\_humanresources@vetoquinol](mailto:uk_humanresources@vetoquinol).com to join a supportive environment with opportunities to grow.