

## Order Processing Specialist

**Job Title:** Customer Care – Order Processing Specialist  
**Reports to:** Global Customer Care Manager  
**Location:** Limavady, Northern Ireland  
**Closing Date:** 13<sup>th</sup> February 2026

Join the Award Winning Team at Seating Matters and Posicare by Seating Matters

This is an exciting opportunity to join an award winning team. At Seating Matters, we design and manufacture clinical, therapeutic seating for patients and caregivers. With customers across the UK, Ireland, Canada, Australia and the US our innovative products are making a global impact, and we are just getting started.

As a company, we are passionate about the continuous improvement of our product, our processes and most importantly our people. This is a great chance to join a fast moving, global company whose products are helping change lives all over the world.

### The Role

We are seeking to recruit an Order Processing Specialist who has at least 3 years' experience in order processing within a Customer Care environment. The successful candidate must be passionate about improving the lives of our patients, and the people who care for them. This is an exciting and critical role in the Seating Matters customer experience, where attention to detail and accuracy are essential requirements.

The successful candidate will be a team player who will work with end users, our global partners, seating specialists and internal departments to help create and maintain a world class customer service experience for each and every one of our customers. The successful candidate should be able to demonstrate an understanding of what a truly exceptional customer experience feels like and how they can help in achieving it.

An understanding of the customer journey and the touch points from initial enquiry to post sale follow up would be advantageous, as we seek a consistently excellent customer experience in all parts of this journey. Industry knowledge and aftercare, ideally from a healthcare environment would be welcome although full training and support will be given. The successful candidate will be proficient in MS Office, CRM and other IT related packages. We are seeking the exceptional so if you have the following skills and experience, we would love to hear from you:

### Criteria and Requirements

- At least 3 years' experience of working in a busy sales order processing environment
- Experience of a role where organisation and processes are critical
- Experience of using business operating systems e.g. SAP/SAGE/CRM
- Strong sense of ownership
- High level of accuracy and attention to detail
- Demonstrable ability to provide excellent internal and external customer service.
- A proven professional and proactive approach to work that is swift yet rigorous
- Proven planning and organisation skills with ability to prioritise workloads

- Strong IT skills
- Are mathematically competent, organised and enjoy working in a varied role
- Have excellent written and verbal communication skills with the ability to build strong relationships with customers and colleagues alike
- Are a team player but able to work on own initiative, ensuring deadlines are achieved

## Key Responsibilities

- Processing of sales order within agreed departmental KPI's and policies
- Acknowledgement of all sales orders within agreed departmental KPI's and processes
- Ensure all sales orders are in line with agreed quote
- Provide direct support to Seating Matters Customers on order status, product and technical information as required
- Track and report order status and service levels
- Maintain customer purchase order records
- Maintain and grow an industry leading customer satisfaction rating by providing timely, professional and accurate responses to customer/seating specialist/end user inquiries and requests
- Expedite orders to meet changing demands of our customers
- Working with our Seating Specialists to ensure our customers are fully supported
- Responding to customer enquiries in timely and satisfactory manner
- Resolving customer issues and troubleshooting technical problems
- Booking in and organising patient assessments and reviews
- Follow up of quotes post assessment and review
- Providing proactive customer outreach
- Handling customer complaints
- Collecting and analysing customer feedback
- Responding to customer reviews
- Structure and maintenance of customer information on CRM
- Tracking customer service KPIs and metrics
- Aftercare and Follow up and customer retention
- Continue to build on our existing brand equity and strength

*Please note, this job description is not exhaustive as other duties may be required to fulfil the requirements of the role.*

We are looking for an Order Processing Specialist who will support us in delivering the best customer experience to our clients. We are a great team who likes to work together. We are looking forward to having you here!

This is a full-time role based in Limavady, Northern Ireland Headquarters and all applicants must have the necessary documentation to allow you to work in Northern Ireland.

## Package

A competitive package will be available to reflect candidate experience and the importance of this role to our long-term global growth ambitions.

All applicants must demonstrate through their application how they meet the criteria for the position applied for and we reserve the right to amend the criteria for further selection. This role will be based at our Limavady, Northern Ireland, global HQ. We can only consider applications from those who are resident in GB / Northern Ireland and who have a valid working visa if required.

To apply for the above role please email your CV with a short cover letter to [careers@seatingmatters.com](mailto:careers@seatingmatters.com)