



Sales and Team Assistant

Roles and Responsibilities

Assisting the UK Account Manager

- Working with the UK Account Manager to deliver exceptional client services to both Trade and Retail UK clients
- Responsible for sample follow ups and be first responder to all new email and website enquiries
- Offering tea and coffee to in-person studio meetings with clients and the Director and/or UK Account Manager
- Updating and maintaining the client sales tracker, working closely with the team to do this
- Managing the website product inventory
- Ensuring healthy sample and accessory levels in the Notting Hill studio at all times
- Handling day to day pricing and stock enquiries via email and website and escalating them to the UK Account Manager / Director where appropriate
- Keeping track of returnable samples and chasing them when overdue

Assisting the Director

- Source new samples for decorating projects when required
- Helping with social media platforms
- Occasionally assisting with photoshoots and decorating installations
- Return all returnable samples to relevant showrooms
- Tidying up the office at the end of every day
- Running errands

Assisting the Logistics Manager to

- ensure healthy sample stock levels in the Notting Hill studio
- ensure healthy stationary levels in the Notting Hill studio
- Organise couriers, collections and deliveries when required.

Details

This role is predominantly admin based but with the opportunity to grow into more of a sales facing role in the future. Assisting the Director and the rest of the team in the Notting Hill studio, the candidate must have an exceptional eye for detail as customer experience is at the core of our business. The successful candidate will work incredibly closely with the UK Account Manager as well as the Logistics Manager (based in Fulham) to ensure stock levels and inventories are kept accurate and up to date. We are looking for someone who is willing to learn on the job, get stuck in, be a team player and be happy to work within a small tight knit team.

- Full time
- Full training will be given

For more information on this role, please contact emmawebb@susandeliss.com