

JOB TITLE – Customer Care Design Consultant

REPORTS TO – Ecommerce Manager

LOCATION – Denham

DEPARTMENT – Commercial

SCOPE OF JOB – Experienced and self-driven to manage and lead customer relations for our exciting new B2C Archive by Sanderson Design.Key .

PURPOSE – A showroom-based sales and customer service role with a strong bias on the development of our B2C business. In line with the Company’s strategy to create an exceptional customer experience. Reaching out to existing and potential customers to present our product and service offering.

RESPONSIBILITIES

- Ensuring KPI’s and targets are met
- Developing processes, and implementing on IT platforms
- Being highly familiar with our range of products and services, and the features and functions of the website ensuring that all team members understand and follow established processes and procedures
- Proactively identifying opportunities for improvements in the ways we do things, then discussing, planning and implementing these improvements, problem solving
- Diplomatic and pragmatic when dealing with consumers and orders
- Communicate with customers to understand their requirements and needs
- Offer solutions based on customers’ requirements
- Taking a flexible approach to managing your workload and working in a small team
- Contributing ideas and suggestions for improvements
- Undertaking further training and development as appropriate
- Sharing of knowledge and experience with colleagues
- Such other relevant tasks as may from time to time be required

MEASURES OF SUCCESS

- Archive by SDG targets are met within set expenditure budgets
- Meet KPI’s set
- New customer lead generation
- Effective & appropriate understanding of ALL Brands
- Objectives prioritised, set, managed and achieved
- Timely reporting
- Continuous improvement on customer satisfaction
- Role model the Company values and behaviours with internal and external stakeholders

CONNECTING WITH OTHERS

- Focusing on customer service with consumers via phone/email/website
- Liaising with the Commercial team
- Regular communication with Marketing/Web Team

QUALIFICATION

- UK/EU Driving License
- Formal sales training

EXPERIENCE & SKILLS

- Sound knowledge of fabrics and their suitability and natural tendencies.
- Excellent telephone manner and communication skills.
- Good written and numeracy skills
- Relevant IT skills, including Microsoft Office
- Presentation and negotiation skills
- Proven record of achieving targets and driving sales growth
- Strong industry expertise
- Ambitious and adaptable
- Skilled soft furnishing seamstress (desirable but not essential)
- Able to work within a team or independently
- A passion for fabrics and a flare for design

BEHAVIOURS

Confident, empathetic, patient and friendly personality, team player, able to multi task, work to deadlines, outstanding communicator and listener with a professional but friendly approach.

FOR LINE MANAGER ROLES ONLY

TOTAL EMPLOYEES –	DIRECT REPORTS –
COST RESPONSIBILITY –	REVENUE RESPONSIBILITY –
INFLUENCE –	

I agree within reason to undertake other duties over and above those listed in the job description.