

## **International Customer Services Administrator**

We're looking for an International Customer Service Administrator to provide front-line, world beating Customer Service to our valued customers, ensuring a 'customer first' approach. As our International Customer Service Administrator, you will be involved in all aspects of sales order processing, customer sales support, technical support, aftersales, customer claims/queries providing support in an effective and timely manner, adhering to our values and customer experience principles.

You will be responsible for designated markets depending on expertise and language skills; primarily communicating with B2B customers as well as with internal contacts to drive company and team objectives.

Customer queries will vary from availability of product/s, pricing, technical specifications, purchasing and maintenance. You will provide an exceptional customer experience throughout and promote this to your colleagues.

### **Responsibilities**

Telephone Management:

- Answering all calls to agreed standards whilst offering an exceptional customer service to all internal and external (B2B and B2C) customers
- Responding to all calls in line with Service Level Agreements (SLA), Values and Customer Services principles; ensuring all necessary information has been received and recorded accurately
- Pro-actively supporting and contributing to team and individual objectives

Pre-sales:

- Interpreting customer requirements (B2B, B2C, internal), providing recommendations that achieve the clients' objective considering technical, design and budgetary aspects. Looking for opportunities to trade up, suggest alternative and/or additional products where appropriate
- Providing quotations/reservations created in ERP (Mertex) complying with the prevailing policy, delivering to agreed SLA

Order Management:

- Ensuring all orders received are processed within agreed timescales
- Providing availability information to all customers, ensuring delivery of goods within SLA which meet all customer requirements
- Processing quotations, orders, collections/returns and complaints as well as verifying quantity, product, price, the Warranty Policy, T&Cs and prevailing Pricing Policy
- Managing orders through to delivery ensuring SLA are met and order management is conducted in an efficient and timely manner
- Collaborating with the Merchandising team to ensure efficient management of purchase orders; ensuring delivery schedule is met as well as informing the customer and Territory Managers about any delays or shortages
- Continuously challenging and seeking to improve our processes and service provided to our customers

### Customer Management

- Acting as the key point of contact for all matters relating to our products, quotations and orders for both internal and external customers
- Managing email requests adhering to SLA's delivering fast and accurate processing; ensuring all necessary information has been received and recorded in line with our Values and Customer Service principles
- Ensuring all information is up to date on relevant systems e.g., Mertex and CRM
- Providing system reports to inform internal/external customers with information required (as and when required)
- Working closely with and supporting Territory Managers in growing the channel and delivering customer service that exceeds expectations
- Accompanying Territory Managers periodically to visit key partners
- Optimising product selection to ensure maximum profitability on each enquiry for the Company/Stakeholders
- Working closely with our customers and partners and forging a great working relationship to ensure we are the preferred choice on all specifications
- Always delighting our customers and ensuring high levels of customer satisfaction
- Keeping up to date information held on the country profiles for shared use
- Ensuring relevant export documentation (e.g., invoices/packing lists, EUR1, Letter of Credit, CoE) is either produced or requested where necessary

### Aftersales:

- Handling fault resolution, providing support to internal and external customers with all technical aspects of our products
- Dealing effectively with claims raised over the phone and via email; meeting requirements in all policies when dealing with claims and returns
- Ensuring KPI's are delivered on time by executing queries expediently and replacing faulty or incorrect products quickly
- Resolving invoice queries in collaboration with Credit Control; highlighting any large deviances to the Team Leader. Ensure credit notes are issued as required

### **Experience & Skills**

- Proven sales experience preferably in a B2B environment
- Previous experience in customer services, export, selling or servicing decorative products
- Experience working in a desk-oriented role
- Strong business sense and industry expertise
- Experience working with products and demonstrating product knowledge
- Experience building long term business relationships
- Sound IT skills, including MS Office skills (especially Word & Excel)
- Experience working with Mertex or other ERP systems
- CRM and WG360
- Understanding of or an interest in the application of Fabrics, Wallpapers and paint

### **Person specification**

- Self-drive, results orientated with a positive outlook
- Excellent communication skills (verbal and written) as well as strong presentation skills
- Additional language skills would be advantageous (French, German, Russian or Spanish)

### **Qualifications**

- GCSE's including English and Maths and/or equivalent

## About us

Sanderson Design Group is an international luxury interior furnishings company that designs, manufactures and markets wallpapers and fabrics together with a wide range of ancillary interior products.

In 2020, we brought our portfolio of brands home to Sanderson Design Group, evoking the combined longevity and prodigious creative history of our brands. Sanderson Design Group describes the ebullience of our past endeavours. It sketches the outline of our future. A collective of 7 quintessentially British luxury interior brands and 2 manufacturing brands, at Sanderson Design Group we are Sanderson, Archive, Morris & Co., Zoffany, Harlequin, Clarke & Clarke, Scion, Anstey Wallpaper Company and Standfast & Barracks.

Our purpose is "To bring the Beautiful into People's Homes and Lives". This has defined and shaped our brands since our very earliest days. The oldest brand in our arsenal, from where we derive the namesake of our group, began life in 1860, as an importer of fine French wallpapers to London. Arthur Sanderson & Sons Ltd played a pivotal role in defining English interior decoration tastes and its early success led to displaying designs at London's finest showroom, at Berners Street. Around this time in 1924, Arthur Sanderson & Sons Ltd were awarded The Royal Warrant, becoming "purveyors of wallpaper and paint" to the court of George V.

We recognise that each one of our brands contributes a unique chapter to our story. It is why we represent the full spectrum of British interior design, catering from cutting-edge sleek modern styles, to the hearty warmth of traditional forms. Our decision to rebrand as Sanderson Design Group in 2020 is our way of paying homage to our rich history, as well as marking our path towards a new future. As custodians of over 160 years of design experience, we are proud to Bring the Beautiful into People's Homes and Lives. We are Sanderson Design Group.