

## **Customer Service Advisor – International Retail**

We have an exciting opportunity for a Customer Service Advisor - International Retail to join us and ensure world beating customer service is provided to our valued customers. With a customer first approach, you will be accountable for international retail customer service, administering daily orders and working alongside Area Manager(s) to grow international territories.

We are a collective of luxury interior brands, each with a special role to play, and two manufacturing brands (Anstey Wallpaper Company and Standfast & Barracks). At Sanderson Design Group we are Sanderson, Morris & Co., Zoffany, Harlequin, Clarke & Clarke and Scion and our purpose is 'to bring the beautiful into people's homes and lives'.

### **Purpose**

- Manage, coordinate, and facilitate the full order life cycle from order entry through to delivery and after care support for international retail B2B across brands
- Foster relationships with key contacts, partnering with sales managers and driving company and team objectives, providing front line world beating customer service on production specification and enquires
- Support the International sales team in maintaining current accounts and supporting in the growth and acquisition of new accounts

### **Responsibilities**

- Manage day to day workload of international sales desk for retail, processing sample orders, main orders, and enquiries for B2B accounts
- Manage customer requests via email, phone, and live chat: maintaining service level agreements (SLA's) through fast and accurate processes and ensuring all information received is processed accurately
- Build rapport and relationships internally and externally, supporting agents, distributors and sales managers
- Assist and support customer enquiries on product stock levels, production lead times, pricing, and product specification
- Oversee and track dispatch, shipment, and delivery of goods on a variety of incoterms, coordinating with UPS and other hauliers for international shipment
- Support and provide cover across territories for the team during annual leave and absences
- Provide after sales support and raise claims/ replacements/ returns when needed
- Provide technical support and work with the technical teams to manage customer enquiries
- Manage back-orders, held for sales and pro forma's daily reports, working to convert to sales where possible
- Ensure customer master data is accurate, work with sales support to maintain and update
- Liaise and build rapport with departments across the business including warehouses, credit control, merchandise and claims team
- Maintain high levels of customer service, proactively recognise cross selling opportunities, using product knowledge to offer alternatives where possible
- Continuously challenge and seek to improve processes and service provided to our customers

### **Measures of Success**

- Accuracy, timing and management of orders
- Maintaining and updating customer profiles
- Building rapport and relationships with key stakeholders
- Ability to coordinate and problem solve
- Customer satisfaction

### **Experience & Skills**

- Minimum GCSE's including English & Maths and/or equivalent
- Customer service experience, minimum of 1 year, preferably B2B & international
- Spanish and/or French language skills (written and spoken)
- Experience of international shipping is an advantage
- Strong organisational and administration skills
- Strong interpersonal skills
- Problem solving ability
- Experience working in a desk-oriented role
- Sound IT skills, including MS Office skills
- Experience working with Mertex or other ERP systems
- Understanding of or an interest in the application of fabrics, wallpapers and paint

To apply, please send your CV to [jobs@sandersondesigngroup.com](mailto:jobs@sandersondesigngroup.com)

### **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 quintessentially British luxury interior brands and 2 manufacturing brands, at Sanderson Design Group we are Sanderson, 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.