



Customer Service Coordinator

We're looking for a Customer Service Coordinator to join us at Anstey Wallpaper Company; the home of beautiful, quality wallcoverings (part of the iconic Sanderson Design Group PLC). As a Customer Service Coordinator, you will be responsible for looking after customer requirements and supporting business needs.

With a proud history stretching back more than 100 years, Anstey Wallpaper Company has achieved an enviable reputation as one of the most versatile, professional and capable wallcovering printers in the world.

We cover the full spectrum of printing technologies, old and new alike with machines including Surface & Surfex, Flexographic, Gravure, Rotary/Gravure Hybrid, Rotary Screen, Digital, Flat Screen, a Scattering Line, Converting machinery as well as Hand Block Printing.

Responsibilities

- Process orders and generate order acknowledgements in a timely manner
- Attend appropriate internal meetings to progress chase orders
- Deal with customer enquiries via email / telephone
- Cover reception duties / greeting visitors when required
- Cover customer complaints where appropriate
- Cover basic tasks within the department where appropriate

Measures of success

- Ensure accuracy of all documents passed to the production team
- Able to work on various tasks at the same time and under tight deadlines
- Work directly with other members of the customer service team
- A constant flow of accurate and timely communication whether internally or externally throughout the customer service / production process

Skills & Experience

- Experience within a busy customer service environment
- Customer centric and collaborative
- Data Entry experience
- Knowledge of manufacturing processes
- Excellent communication skills (written & verbal)
- Proficient with MS Office (Outlook, Word, Excel, PowerPoint) and ideally worked with other systems (e.g., ERP)
- Organised with high attention to detail

To apply, please send your CV to 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 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.