



Customer Service Coordinator.

To provide a comprehensive and excellent level of customer service to all.

Responsibilities.

- To learn all production & design processes within the business.
- To offer full administrative, sales & customer service support to a broad range of customers.
- Ensure all Sales releases and export documentation is completed accurately & on time.
- To maintain effective communication with all accounts.
- To liaise with the Sales team.
- To process & monitor customer's orders, liaise with Planning Manager, ensure proactive communication with customers on quality & delivery dates.
- Ensure adherence to processes within Quality Manual & Customer Complaints Procedure.
- All sales orders to be recorded on data entry, all orders to be priced correctly, order details to be accurately entered onto the computer system.
- To generate, check & distribute all order confirmations to customers.
- To generate production updates for customers, update relevant spreadsheets with information.
- To maintain accuracy of information on the company system.
- To complete required paperwork for customer complaint debits.
- To produce & action weekly reports for any stockholding accounts & call offs.
- To generate & maintain pricing spreadsheets in conjunction with the Sales team.
- To assist the Customer Relations Manager in raising the standard of service within the department.
- To comply with all Health & Safety rules & regulations within the business.
- To take a proactive approach to health & safety.

Measures of Success.

- All order information to be completed within the required timeline.
- All information to be accurate.
- Customers responded to promptly.
- No customer complaints received.
- No customs hold-ups due to export documentation.



Connecting with others.

- Production management, Design team, Customer Services, Sales team, Accounts.
- Customers – by email, telephone & face to face.

Skills & Experience.

- PC literate.
- ERP experience (desirable).
- Excellent written & verbal communication skills.
- Attention to detail.
- Previous customer service experience.
- Good general education including Maths & English (grade C GCSE or equivalent minimum).
- Customer Service qualification i.e. NVQ 2/3 (desirable).

If you wish 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 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.