

Customer Experience Advisor.

We're looking for a digitally minded, customer-obsessed Customer Service agent to support the end-to-end customer experience for our consumer brands.

You'll be responsible for pre & post-purchase customer service – across all customer communication channels, mainly via email enquiries & calls.

You'll manage all types of customer queries including complaints, inter-departmental relationships, made-to-measure (M2M) support and help shape a service experience that reflects the quality and creativity of the brands.

This role will focus on our UK brand consumer websites, with scope to expand into international markets as we scale across US and beyond. It's a hands-on role that combines day-to-day service management with continuous improvement and cross-functional collaboration. Your focus is customer care, loyalty, and insight – owning every direct customer interaction to drive sales and delight customers post-checkout.

Responsibilities.

Deliver an Exceptional Customer Journey

- Demonstrate and execute a seamless, customer-centric journey, meticulously tailored to individual needs, to exceed expectations, cultivate loyalty, and position us as the preferred choice for our customers.

Provide Multi-Channel Customer Support

- Respond promptly to all customer interactions via webchat, email and phone providing professional support to both internal and external stakeholders.
- Manage all inquiries with precision, ensuring accurate information processing.
- Own and manage all UK customer queries across all channels.
- Handle queries and complaints with empathy and efficiency, always safeguarding brand reputation.
- Collaborate with fulfilment and operations to swiftly resolve delivery issues, returns, and product concerns.
- Guide customers effectively through all websites, including Tradehub, consumer sites, and M2M sites.

- Own & Optimise M2M and Tailored Services and be the internal lead for Made-to-Measure.
- Manage day-to-day communication with third-party M2M partners, ensuring service level agreements (SLA's) are met and issues escalated where needed.

Manage Orders and Customer Relationships

- Process orders efficiently while maintaining accurate system information.
- Build and nurture strong customer relationships.
- Provide comprehensive after-sales support, including fault resolution and claims management.

Drive Upselling and Demonstrate Product Expertise

- Engage with customers to thoroughly understand their needs.
- Leverage in-depth product knowledge to suggest relevant add-ons or alternatives, enhancing the customer's purchase experience and maximizing sales opportunities.

Customer Retention & Brand Advocacy

Spot opportunities to turn poor experiences into brand loyalty through proactive service.

Measures of Success.

- High customer satisfaction (CSAT) helping to drive repeat purchase and brand advocacy.
- Driving digital self service usage that reduces inbound volumes.
- Efficient handling of all customer queries with minimal escalations.
- Accuracy of all orders and sample entries to an agreed standard.

Connecting with Others.

- Delighting trade customers & consumers via all channels.
- Working in collaboration with all internal departments.
- Liaising & working closely with the Commercial & Marketing teams.

Qualifications.

- HubSpot CRM Certifications (desirable)
- Microsoft Office proficiency (Excel, Outlook, Word)
- Additional digital customer service platform training (e.g. Zendesk, LiveChat) – bonus

Skills & Experience.

- Strong communication skills with a calm, clear, empathetic and professional approach.
- Previous experience using HubSpot.
- Proficient in Microsoft Office and digital tools
- Proven ability to improve customer satisfaction, loyalty and experience
- Adaptable, solutions-focused and comfortable in a fast-moving digital environment
- A passion for fabric, interiors and design, with an eye for detail and a customer-first mindset
- Experience within interiors, lifestyle or premium direct to consumer (D2C) sectors is a strong advantage

Behaviours.

Confident, empathetic and digitally fluent, with a calm and professional approach to complaints and refunds, strong written and verbal communication skills, and a proactive mindset geared toward improving customer experience and building loyalty.

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.