

COLEFAX AND FOWLER

Colefax and Fowler is a leading company in the furnishing fabric and wallpaper industry. Within the group there are four brands; Colefax and Fowler, Jane Churchill, Manuel Canovas and Larsen. The company sells fabrics and wallpapers to interior designers and retail shops in the UK. In other markets, products are promoted and sold via agents, showrooms and distributors.

Title: Sampling Assistant

Department: Samples 118 Garratt Lane London SW18 4DJ

Reporting to: Eimear Teague, Sampling Manager

Salary: £TBC

The Role

The company is seeking a Sampling Assistant to primarily input, pick and dispatch sample requests for next day delivery to the customer. It is a very busy and varied role, with numerous deadlines to meet daily. The department dispatch over 400,000 samples annually to both UK and International markets. Although we are not a customer facing department, sampling orders are regularly taken over the phone, therefore a high level of professionalism must be maintained.

As well as sending out samples, Sampling Assistants are required to replenish stock items in order to meet demand. This involves analysing reports and making intelligent decisions of quantities of stock to order as well as managing a stock system to inform customers when products are unavailable.

The Ideal Candidate

An interest, or experience within the industry is preferred but not essential. The most important attributes are high levels of customer service. Colefax and Fowler are considered as industry leaders, therefore you must have a confident, professional attitude. The ability to work as part of a team is essential. The Samples Department consists of 10 staff members, so communication and working together to meet deadlines is a daily requirement.

The ideal candidate is likely to be a confident individual with previous experience working as part of a team in a customer service environment. Although we work as a team, the successful candidate must have the ability to demonstrate working individually and be able to use initiative to make decisions. A strong interest in working with the product, and a passion for the brand is a distinct advantage. Understanding the industry is desirable; however this is not a creative role.

To apply, please send your CV and covering letter to eimear.teague@colexfax.co.uk

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