

SAMUEL & SONS



Job role: Sampling/Office Assistant

Location: Harbour Yard, Chelsea Harbour, London

Full time, Monday to Friday 9.30 till 5.30

Salary: Dependent on experience

Samuel and Sons is seeking an enthusiastic multitasker with a can do attitude and a “hands on” mentality. The role will be based in our UK office in the adjacent building to the Samuel and Sons showroom in Chelsea Harbour and requires a basic understanding of the interiors industry, basic administrative skills and an understanding of the customer service experience. Previous experience in a customer facing, administrative or telephone based role would be an added bonus but not necessary.

Samuel and Sons opened its UK flagship showroom in March 2013 having built a reputation in the USA as the go to company for trimming. As a high end company we pride ourselves on our innovative designs and luxury products as well as our customer service, commitment to after sales and our work ethics.

We are looking for a new member to join the Samuel and Sons family who is friendly and personable, is driven by working in a team with a willingness to learn and complete any task given to them. The role would ideally suit a school or university leaver or a young professional wishing to make a new start in a new industry. This particular role will be a juggling act and requires an all-rounder who can be an important link between our client services department and the showroom liaising and working with both departments effectively in handling client requests.

The main duties of the role are outlined below:

- Supporting the client services department and showroom in all areas, reporting directly to the client services manager
- Organising all sample requests to be sent out to clients daily and maintaining the overall organisation of the UK sample department
- Working alongside the UK Client Services team with trade sales requests involving account queries, stock and pricing enquiries, pattern book orders, opening new trade accounts, orders and shipping.
- Organising and managing the daily post and the daily consolidation shipments. Preparing orders shipping from the UK showroom domestically and internationally and organising courier collections for urgent requests
- Answering the telephone, emails and all ad hoc duties to support the office - maintaining a high level of professionalism at all times to ensure the client is being helped as efficiently as possible
- Use our internal systems efficiently as well as Microsoft Office
- Promoting inside sales and customer service. Communicating and meeting daily deadlines

There is room to grow within the company if promise is shown. As we are such a small company with only 8 members of staff there is a lot of potential to move up and take on new responsibilities if it is a right fit.

To apply for the vacancy please contact **Clare Walker** via email (clare@samuelandsons.co.uk) with CV's and Cover Letter.