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**LOAF JOB DESCRIPTION**

**JOB TITLE Trade Account Executive**

**REPORTING TO** **Marketing Director**

**LOCATION** **Engine Room, W10 and Battersea, SW8**

At Loaf we make insanely comfy sofas, beds and other laid-back wares that help people lead happier, more relaxed lives. And now we are 10 years old, and having reached £50m turnover, we’re looking for talented people to help us on our journey to the next level.

Your mission is to grow sales within our burgeoning trade business (predominantly interior designers), proactively building relationships with new clients while ensuring existing ones receive a top-notch customer experience.

**KEY RESPONSIBILITIES**

**By managing the trade team you will…**

* Deliver a first-class service for all of our trade clients, ensuring all enquiries are responded to brilliantly and efficiently, whether that be via phone, email or face-to-face
* Collaborate with our Snug Gurus (that’s our After Sales team), Deliveries and Purchasing teams to deliver the best client experience possible across every stage of the order process
* Raise sales quotes, place trade orders, create pro-forma invoices and process payments
* Follow up on sales quotes on a weekly basis to convert prospective orders into sales
* Manage, coach and oversee the learning and development plans for our Trade Sales Executive
* Ensure there is sufficient cover from our Chatterboxes when out at appointments/events or on annual leave
* Keep the rest of the business up to speed on performance of trade sales against targets through weekly and monthly reporting

**To proactively grow trade sales you will…**

* Grow our database of new trade accounts through a variety of sales and marketing strategies (like setting up kick-ass trade events with our PR team or networking at industry events)
* Oversee the onboarding of new trade accounts so that they have a cracking experience from the get-go
* Utilise your superior product knowledge and sales wizardry to support interior designers with their projects and identify opportunities to cross-sell additional products
* Keep our clients up to speed with the latest Loaf news and new product launches through regular e-shots
* Fully embrace our goal of making our customers go “cor!”, identifying and acting on opportunities to make our clients feel special
* Define and refine our trade proposition over time as we look to establish ourselves as the go-to brand for interior designers looking for lovely, laid-back furniture and homewares

**SKILLS & ATTRIBUTES**

* Proven previous experience working within a sales and customer service role, ideally within the interior design or furniture industry
* Loves to network with a natural ability to connect with people from all walks of life
* Completely obsessed about interiors and the Loaf brand
* Competitive and super motivated with the drive to get out there and make great things happen
* A calm, patient and professional approach with the ability to handle (potentially) demanding clients
* Top-notch communication skills – both verbal and written – with a great attention to detail and a strong grasp of grammar, punctuation and syntax
* Super organised with the ability to stay calm when the pressure dials up a bit
* The ability to work independently, show initiative and be accountable
* A fusspot about attention to detail and organisation
* A great team player with the availability to work shifts and muck in when needed
* An all-round good egg who brings good vibes and energy to work every day