

Job role: Client Services Representative

Location: Harbour Yard, Chelsea Harbour, London

Full time, Monday to Friday 9.30 till 5.30

Salary: Negotiable, dependant on experience

Samuel and Sons is seeking a full time customer service representative with a can do attitude to join our busy client services office. The role requires an understanding of customer service within the textiles industry, administrative skills, knowledge on export and commercial order processing and client relationship expertise.

***Previous experience of commercial, residential and export order processing would be highly beneficial and language skills would be an added bonus.***

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 luxury business we pride ourselves on our innovative designs and products as well as our customer service, commitment to after sales and our work ethics.

We are looking for a new member of staff to join the Samuel and Sons family who is friendly and personable, is customer service driven and administratively capable with a willingness to complete any task given to them.

The main duties of the role are outlined below:

* Supporting the client services department in all areas and customer enquiries. This includes, trade sales, sample requests, telephone calls, email enquiries, shipping, credit control and other ad-hoc duties.
* Processing all trade sales orders for the UK and European residential and commercial projects.
* Using our internal systems efficiently as well as Microsoft Office
* Liaising with our USA team regarding stock, quality control, lead times, credit control and other urgent enquiries
* Promoting inside sales and maintaining a high level of customer service
* Supporting and assisting the outside sales staff
* Organising and shipping of the daily consolidation including orders and samples

To apply for the vacancy please contact **Emily Peacock via email** ([emily@samuelandsons.co.uk](mailto:emily@samuelandsons.co.uk)) with CV’s and Cover Letter.

**PLEASE NOTE THIS POSITION IS NOT AN INTERIOR DESIGN OPPORTUNITY.**