

SAMUEL & SONS



Job role: France & EU 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 for our French market with a can do attitude to join our busy client services office in London. The role requires an understanding of the interiors and textiles industry, processing orders, administrative skills, client relations and customer service experience.

Previous experience of contract, residential and export processing is essential as well as language skills, specifically French fluency for our European market.

Samuel and Sons recently 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:

- Supports the client services department in all areas
- Works with the UK team as well as independently on all EU customer enquiries, EU trade sales requests, EU client sample requests, EU telephone calls, EU emails and all ad hoc duties to support the office including EU account queries, all aspects of processing orders, shipping, credit control and customer service.
- Processing all trade sales orders for our French residential and contract clients and our European market distributors
- Use our internal systems efficiently as well as Microsoft Office
- Liaising with our USA distribution sites regarding stock, quality control and urgent enquiries
- Working effectively in a team maintaining and replenishing the sampling library
- Promoting inside sales and customer service
- Supporting and assisting the outside sales staff, specifically the International Sales Director and French Sales Manager
- 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) with CV's and Cover Letter.

PLEASE NOTE THIS POSITION IS NOT AN INTERIOR DESIGN OPPORTUNITY AND APPLICANTS MUST SPEAK FRENCH.