Job Description

**Sales Administrator**

**About Us**

Hector Finch Lighting creates some of the UK’s most delightful handcrafted light fittings which proudly hang in elegant private homes, hotels and country houses here and around the world.

Family owned, it's a British manufacturing success story exporting to over 50 countries from our workshop in Ludlow in beautiful Shropshire and welcoming customers from all over the world to our Fulham showroom.

**The role**

We’d like to recruit a Sales Administrator with proven skills to work in our London showroom full time. The candidate must have the experience and initiative to fulfil a varied and busy role and be proactive and able to prioritise a workload that includes the following:

Sales: Ability to actively sell from the showroom floor and answer client’s questions and queries in person and on the phone.

Administration: Dealing with all sales and enquiries from UK and overseas (excluding US) via email, phone and on the showroom floor.

Processing orders – from point of sale through to dispatch for all UK, overseas and web orders.

Maintaining customer orders, managing client expectations with regular order updates and information.  Responding to emails promptly, accurately and efficiently.

Processing quotations for UK and International clients, maintaining contacts and following up on quotations.

Setting up and maintaining customer accounts both trade and retail.

Providing outstanding customer service and after sales care on all orders and enquiries.

Maintaining and updating all pricing of products in showroom as and when required.

Visual Merchandising of products (with guidance) as and when required

Supporting Head Office staff as and when required.

Opening/Closing of showroom. Cleaning showroom.

**Ideal Skills**

* Strong relationship builder on the phone and in person
* Well organised, self-starter able to manage their own time and outputs well
* Good communicator and excellent writing skills
* Knowledge of Word, Excel and Outlook essential.
* Previous experience of working in lighting would be useful but is not a pre-requisite as training will be given. Ability to absorb some technical information and understanding is essential

**Applications**

Please apply in writing with your CV to Emma Finch [emma@hectorfinch.com](mailto:emma@hectorfinch.com)