**OKA is Expanding and has new opportunity available.**

OKA is a successful multi-channel retailer of beautiful, unique and affordable furniture and accessories for the home. Today we have 14 stores and an extensive mail order, online and trade business with many thousands of customers throughout the UK and the world beyond.

We are currently looking to recruit a full time Trade Support Assistant to work in our Head Office, London to support trade customers in their purchases and delivery of OKA products and to deliver the highest standards of customer service to clients whilst using your initiative, sales skills and commercial experience to grow revenue and reputation of the OKA brand.

**Main Duties to include:**

**Sales**

* First point of Trade contact assisting all UK and International trade clients with their purchases
* Support Trade consultants to provide excellent sales performance to exceed sales targets

**Administration**

* First point of phone contact to the department and respond to inbound telephone calls from clients
* Oversee orders from start to completion; maintaining good communication with clients throughout
* Respond to all invoice requests, stock enquiries, stock availability, stock suitability
* Deal with all internal and external emails and prioritise urgency
* Liaise with internal departments
* Assist to issue all new Trade Packs and Trade Online activation cards
* Provide Trade clients with information when required
* Chase outstanding funds on reserved orders. Support back-order management
* Maintain customer data ( duplicate accounts, CRM/Web data consistency)

**Customer Service**

* Provide friendly, courteous, professional and positive service at all times
* Understand design projects urgency, work to clients lead times, provide accurate information
* Be an ambassador for excellent customer service to enhance the OKA brand

**Qualifications and Personal Skills**

* Keen interest in furniture and home furnishings
* Graduate with some work experience in a customer facing role
* Understanding of data processing, workflow and efficiency
* Excellent team player- collaborative and people driven
* Excellent communicator, especially telephone manner: professional, clear, positive, upbeat, patient and friendly
* Work well under pressure and to tight deadlines

If successful, you will be part of a fast-paced and successful business.  In return you will receive a competitive salary and benefits package including quarterly bonus based on performance, staff discount, pension scheme and continuous personal development.

If this position is of interest to you and if you think you have the right skills to be successful, please apply with a cover letter and an up to date CV by clicking on ‘apply’ above.

DUE TO A HIGH RESPONSE OF APPLICATIONS, WE ARE ONLY ABLE TO CONTACT SHORT-LISTED CANDIDATES.

**APPLICATIONS**

Should you be interested in applying for this role, please email or send your CV and covering letter to**:**

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| OKA Direct Ltd |

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| 170 Brook DriveMilton Park |
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| Abingdon |

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| Oxfordshire |
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| [**www.oka.com**](https://protect-eu.mimecast.com/s/TcX8CxvWNUQZVAiw5FIK) |

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T +44(0)1235 433995

T +44(0)1235 433958

**Privacy Policy**Please note, by applying for a vacancy, you are agreeing to our [Privacy Policy](https://protect-eu.mimecast.com/s/XUmMCmQWVcRA1AsG29d5).