

**Job Description**

**Job Title:** Sales Coordinator **Department:** Sales

**Location** Design Centre, Chelsea Harbour - London

**Reports To:** Sales and Business Development Director

**Reports in:** N/A

**Main function of role:**

To provide administrative support to Sales Teams and coordinate order management (from enquiry to delivery). As a customer facing role, daily activities will include greeting and assisting clients in the Chelsea Harbour showroom.

**Key Responsibilities**

* To greet Clients and deal with enquiries from the Chelsea Harbour showroom
* To provide admin assistance for Account Managers
* Ensure excellent level of product knowledge for both Collier Webb standard products and processes involved in bespoke enquiries and sales
* Communicate product details, initiate and convert estimates to sales via email, walk in clients and phone
* Check orders and invoices for completion and accuracy
* Liaise with other departments regarding estimates/orders to ensure smooth progression of order
* Update sales and customer records
* To follow up on estimates, deposits and deliveries with clients
* Generate sales reports
* To ensure premium level of customer service
* Ensure clients are being responded to within agreed timeframes
* Daily showroom upkeep
* Maintain productive relationships with the other brands that make up the Edward Alexander Group, sharing knowledge and best practices where appropriate

**Skills:**

* Strong organisational skills with high level of attention to detail
* Ability to manage a number of projects at the same time in a fast-paced environment.
* Ability to prioritise own workload.
* Strong communication skills.
* Well versed and/or ability to learn organisational programs (for example Microsoft Office Suite and CRM systems).
* Passion for customer service and forming strong client relationships

**Knowledge / Previous Experience:**

* 3+ years’ experience in sales; as a sales coordinator or in other sales administrative positions
* An understanding and interest in the Interior Design industry

PLEASE NOTE: In addition to the duties and responsibilities listed, the jobholder is required to perform other tasks or duties commensurate with the role, as reasonably requested by their manager from time to time.

**To apply please email your CV and a cover letter detailing your experience within the interior design industry to** **enquiries@collierwebb.com**