**Customer Service & Office Administrator**

**Full Time – Monday to Friday Permanent**

**Location: London SW10**

**Salary: Dependent on Experience**

Fameed Khalique is looking for an energetic, super-efficient and ambitious Customer Service & Office Administrator to join our exciting company. We provide some of the most luxurious bespoke materials in the world to architects, designers and private clients. Our international projects include yachts, cruise ships, five-star hotels and world-class residential properties. You will play a key role in the delivery of these projects offering exceptional levels of support and service to our sales team and clients.

This role combines sales support, order processing & office administration. We are looking for someone with an outgoing personality, drive, the ability to multitask and learn quickly. You will work as part of a small friendly team to ensure the smooth running of the showroom and management of all orders and deliveries. Therefore your experience must include supporting a sales team and working in a showroom environment. In return the role offers exciting challenges and lots of variety.

**Key Responsibilities:**

* Providing exceptional customer service to some of the most important design firms in the world. Responding to enquiries, liaising with clients on projects and orders and tracking samples.
* Supporting the sales team to secure prestigious projects through your pro-active and can do attitude. You will be their go-to person for product information, sample requests, generating invoices and orders and fulfilment.
* Sales order processing working closely with our international suppliers to follow orders through to completion. Proactively following up where necessary to ensure orders progress smoothly. This will invariably be across different time zones, so the ability to prioritise is key.
* Managing all aspects of shipping and forwarding for the business including all samples/orders in and out of the showroom.
* Ensuring all sales and financial documentation is up to date, accurate, and delivered to our external accountants on time.
* Operating and updating the CRM software.
* Helping maintain the exceptionally high standards expected of a luxury-brand showroom. This includes welcoming clients and keeping the showroom space looking its very best.
* Act as a brand ambassador delivering a positive customer experience at every opportunity
* You will also play a part in driving the profitability of the business by keeping costs down, whilst ensuring our client’s expectations are exceeded.

**Key Skills & Experience:**

* At least 2/3 years experience of working in a showroom environment in a similar role (with multiple product lines an advantage).
* Strong understanding of how the interior design industry works and a keen interest in interiors.
* Highly organised with impeccable attention to detail.
* Extremely capable at multitasking and working under pressure in a demanding and dynamic sales environment.
* Able to quickly learn and retain a great depth of product knowledge.
* Excellent and fast computer skills including a good working knowledge of Microsoft Office (particularly Excel). Experience with CRM software will be an advantage.
* Excellent communication skills (written and spoken).
* A real team player who recognises that targets are there to be met for the business as a whole.

**Benefits:**

* Discretionary Bonus Scheme
* Employee Discounts

Being part of a small, ambitious company there is plenty of scope to grow within the role depending on the skill set of the successful candidate.

Please note that this role is an administrative role and therefore not suitable for an interior designer or for candidates looking to become interior designers.

Please email applications to recruitment@fameedkhalique.com with a brief covering letter. This should tell us what differentiates you from the crowd as a brilliant team member and what you can bring to the role.

Please note due to the high number of responses expected we will only contact you if we would like to progress your application.

**We are fully committed to the promotion and advancement of a diverse workforce.**