

SAMUEL & SONS



Job role: Client Services Representative for UK and France

Location: Harbour Yard, London, SW10

Full time: Monday to Friday 9.30 till 5.30

Salary: Dependant on experience

Samuel and Sons is seeking a full-time customer service administrator predominantly for our UK Residential market to join our dynamic client services office in London. In addition to this, the role will encompass supporting our French clients making this a dual aspect role. The role will focus on trade sales order fulfilment, client relations, office administration and processing support to our sales team and clients within France and the UK interior design industry.

Previous experience and knowledge of customer service, administration and order processing is essential. Previous experience of administration within the interiors sector, specifically trade sales, would be an added bonus. The right candidate will have impeccable attention to detail and be organised with the ability to work under pressure in this dynamic role. Due to the nature of the role, fluent English and French is required.

Samuel and Sons 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, personable, is customer service driven and administratively capable with a willingness to complete any task given to them.

Key Responsibilities:

- Providing outstanding customer service to our clients in the UK and France
- Supports the client services department and outside sales teams in all areas of processing and trade sales administration
- Works with the UK team and French team as well as independently on all customer account enquiries, trade sales orders and quotes, client sample requests via telephone and email. Completing all ad hoc duties to support the office, including all aspects of shipping, credit control and customer service.
- Processing all enquiries, quotes, purchase orders, shipments and tracking deliveries.
- Supporting the UK sales agents, French sales manager, showroom and outside sales teams to help progress sales orders
- Use our internal systems efficiently as well as Microsoft Office
- Liaising with our USA distribution sites regarding stock, quality control and urgent enquiries whilst urgently relaying the information back to the client at all times

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.**