



## Sales Operations Coordinator

F. Schumacher & Co., America's leading name for designing and distributing fabrics, wallcoverings, floorcovering and furnishings is seeking an enthusiastic Sales Operations Coordinator for our brand-new business in London, UK. This person will be responsible for tracking and monitoring all product orders once they have been placed in the system to ensure our customers receive their goods in time.

A passion for luxury and an unwavering commitment to beauty are woven into everything we do. Our mission is to elevate living through great design, to be a style leader within the design community, and to create a beautiful product, always.

In keeping with this spirit, we are looking to fill a multi-functional position reporting into the Director of the UK, with a focus on ensuring industry-leading customer happiness and satisfaction. You would coordinate with our sales team and various departments to expedite our sales orders for delivery to our customers and ensure their happiness.

This is a highly visible position that plays an important role in supporting the company's success in the United Kingdom.

### YOU WILL:

- Contribute to and support the company's strategic mission for customer happiness
- Deliver requested reports to key stakeholders and sales teams (i.e., daily KPI report, etc.)
- Manage, monitor, track, and ensure every sales order gets delivered to customers successfully
- Respond to and manage all inquiries in a timely and professional manner ensuring accuracy of information
- Communicate with various departments and sales teams regarding the order status
- Resolve sales-order and delivery issues in a timely manner
- Liaise with the Warehouse teams to ensure timely processing of orders
- Develop and maintain process documents, flagging operational inefficiencies to the director

### YOU HAVE/ARE:

- Demonstrated passion for excellence in providing the best customer experience
- Excellent communication and interpersonal skills
- High level of ownership, accountability and initiative
- Proficiency in MS Office (including Excel, Outlook, and Word)
- Ability to handle multiple tasks and change direction based on business needs

- Extremely detail oriented with strong organizational skills
- Action oriented and enjoys working hard/smart
- A team player, cooperative, a person who easily gains trust and supports peers
- Above average problem-solving skills
- Comfortable working across multiple systems
- Able to work well with others in a fast-paced environment
- Basic accounting background (preferred)
- Minimum of 4 years' experience in a customer service/procurement capacity

### **ABOUT SCHUMACHER:**

F. Schumacher & Co is a 132-year-old interior design company that creates and distributes fabric, wallcovering and furniture to skilled businesses around the world. Our family-owned company is synonymous with style, taste and innovation. Our collections are comprehensive, with an extraordinary range united by respect for classicism, an eye for the cutting edge, and an unparalleled level of quality.

**But don't be fooled! While we celebrate our storied heritage, we operate like a 132-year-old startup.** Our talented team is innovative and dynamic, and our culture is progressive and fun. In order continue our success; we are always looking for talented people that fit.

- **Culture:** In our company, you're judged by your ideas and results, not by your experience or title. So, we encourage you to be thoughtful, casual, and to speak your mind.
- **Development:** We strive every day to develop you and your colleagues for what we believe is a challenging and supportive business environment.
- **Teamwork:** We believe that success and efficiency can only be a product of collaboration. At FSCO, working together is the rule, not the exception.
- **Innovation:** We have achieved success and longevity through innovation. And we encourage experimentation and rule breaking. Mistakes? Those are things we embrace, talk about and learn from.
- **Life Balance:** Focused, productive time is more important than long hours. We believe in having enough time to be happy both in the office and out of it.

F. Schumacher & Co. is an Equal Opportunity Employer committed to diversity, inclusion, and equality in the workplace. All qualified applicants will receive consideration for employment without regard to sex, race, color, age, national origin, religion, physical and mental disability, genetic information, marital status, sexual orientation, gender identity/assignment, citizenship, pregnancy or maternity, protected veteran status, or any other status prohibited by applicable national, federal, state or local law.