

PHILLIP JEFFRIES

NATURAL | TEXTURED | SPECIALTY | WALLCOVERINGS

Phillip Jeffries is looking for a Customer Service Representative to join our London team!

Our Customer Service team aims to “WOW” our customers! We are searching for a customer-centric team player that is committed to providing the world's best service. In this role, the qualified candidate will lend specialized support within the Customer Service Department and provide exceptional service to the luxury interior design community. The Ideal candidate must be self-motivated, team oriented and fluent in Italian. This role will report to our International Operations Manager and located in our London office.

What you will be doing:

Customer Service

- Customer Service
 - Answer inbound sales calls and emails and input sample request and order details into computerized ordering system.
- Proactively recognize cross selling opportunities, using product knowledge to offer similar patterns and designs to customers in order to increase revenue
- Keep CRM updated
 - Quote pricing, stock and lead times
- Entering and updating client information on database
 - Own all Data Entry Functions
 - Enter purchase orders
 - Enter sales orders
- Own all Order Shipment facilitation
 - Release orders
 - Create shipping documents (Customs & SLI)
 - Create packing slips
 - Track all shipments & provide details to Customer
- Offer World Class Customer Support
 - Before, during & after the point of sale (as needed)
 - Ensure swift & win/win resolutions to any claims
- Assist in Customer Follow up
 - Follow up on memo orders
 - Follow up on all open reserves
 - Follow up on all sales quotes
- Process payments
- Create refund / replacement cases
- Track and Manage logistics of shipments
- Ensure promises are kept to customers

Must have:

- Upbeat, energetic, can-do attitude
- Outstanding communication skills, both verbal and written
- Exceptional phone manner
- Excellent time management and follow up skills
- Able to multitask and prioritize
- Strong analytical skills

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- Able to work in a fast-paced, team-oriented environment
- Proactive approach to problem solving
- Excellent organizational skills
- Strong attention to detail
- Strong computer skills including data management, Teams, Zoom, Word and Excel
- 1-2 years' experience in customer service, sales support and/or retail
- Recent college graduates and retail backgrounds welcome
- Keen interest and appreciation for luxury products and interior design
- Language skills a bonus in any of these languages: Italian, Spanish, German or French

Why Phillip Jeffries?

As a purpose-driven organization, we truly believe that where you work matters. We are committed to creating an organization with a higher purpose, a place where our talented team can truly flourish. Phillip Jeffries believes in creating an environment with opportunities to grow personally and financially, offering volunteer opportunities that support our community and environment as well as extending a rich benefits package to care for our most valuable assets, our team.

Benefits/Perks:

- Competitive salary
- Bonus program
- Paid days off
- Paid holidays
- Unique Culture

Phillip Jeffries, the world's leader in natural, textured and specialty wallcoverings, has been providing award winning designs to the architectural and interior design community for over 40 years. With a diverse collection of product, Phillip Jeffries has provided luxury goods that grace the walls of properties such as the Wynn Hotel in Las Vegas and the Barney's New York stores as well as luxurious homes throughout the world. To learn more about Phillip Jeffries, please visit us at www.phillipjeffries.com.

For immediate consideration, please e-mail your resume, cover letter and salary requirements to dcasillo@phillipjeffries.com or apply directly on our website at <https://phillipj.bamboohr.com/jobs/view.php?id=368>