

ATELIERS LONDON

Trade Sales Support

West London

Ateliers London is a leading British designer and manufacturer, specialising in bespoke luxury hard-case and upholstered furniture for leading interior design professionals and luxury projects worldwide, spanning high end residential, luxury hospitality and Super Yacht sectors.

Based in West London, we proudly lead the way in bespoke luxury high end furniture from our extensive Production facilities and Trade showrooms which are home to a team of skilled craftspeople and the very best in the industry, working closely with B2B trade clients.

The Role

As part of our exciting growth plans, we are now looking for a presentable, professional and experienced individual to join our friendly team. Confident, calm and organised, you will provide support to the Trade Sales department, communicating with A&D clients, processing enquiries, order management and coordinating day to day with the production team, whilst providing exceptional customer service at all times from within our offices and Trade showrooms.

With a strong work ethic and ideally a background or knowledge in luxury Furniture, fabrics or interiors, you will have impeccable attention to detail, with the ability to work under pressure in this exciting role.

Reports to: Commercial Director

Key Responsibilities and Duties

- Provide a high level of Customer service answering phone calls and email enquiries.
- Support Trade Sales Managers with day-to-day sales enquiries, order processing and generating quotes.
- Processing and sending out sample requests of wood, fabric and bespoke materials.
- After-sales calls support
- Filing hardcopy and digital documents as needed, ensuring daily organization of email and call correspondence.
- General sales department administration duties
- Liaise with the Transport Department and third-party teams
- Operating and updating the CRM/ERP system.
- Liaising with Sales and Production to ensure clear and completed sales handover details are submitted for manufacturing.
- Hands-on approach to all aspects of the role.
- Provide a high level of Customer service answering phone calls and email enquiries.

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Skills & Experience

- Confident in approaching all tasks and duties
- Competent all rounder
- Meticulous organisational skills with the ability to manage and provide support where required, with high level of attention to detail.
- Clear communicator, with a high level of numeracy and literacy in English.
- Excellent time keeping and ability to meet deadlines.
- ability to work under pressure both individually and as part of a team.
- Demonstrate a desire for self-improvement and enthusiasm to learn new skills.
- Able to work under pressure, whilst maintain a clear and calm head.
- Good understanding of CRM systems.
- Excellent computer and administration skills, including Microsoft Office applications.

Benefits

- Permanent, full time.
- Competitive salary.
- Enhanced holiday with service.
- Workplace Benefits package

If you are looking for a new challenge and want to excel with an exciting and passionate company that are constantly forward-thinking, then please send us your CV and a cover letter to careers@atelierslondon.com

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