
Title	:	Trade Sales Support Assistant
Department	:	Trade Sales
Reports to	:	Head of Trade
Working hours	:	Full time – 40 hours per week
Location	:	Head Office Ixworth Place, Chelsea, London, SW3

JOB PURPOSE

Support trade customers in their purchases and delivery of OKA products and provide the highest standards of customer service to clients.

MAIN DUTIES AND RESPONSIBILITIES

Sales

- Assist Trade Sales team with all UK and International trade clients' enquiries.
- Support Trade Sales team to provide excellent sales performance to exceed sales targets.

Administration

- Daily tracking of all Trade orders and deliveries
- Support the Trade team with phone and email enquiries. Prioritise urgency
- Assist the team with overseas orders from start to completion; maintaining good communication with clients throughout
- Ensure all orders are fulfilled and any delays are communicated to customers.
- Respond to VAT invoice requests, stock enquiries, stock availability, stock suitability.
- Deal with all internal and external emails and prioritise urgency.
- Chase outstanding funds on reserved orders. Support back-order management.
- Maintain customer data (duplicate accounts, CRM / Web data consistency)
- Feedback customer comments and issues. Find creative solutions to all difficulties. Identify and prevent recurring problem.

Customer Service

- Provide a friendly, courteous and professional service at all times. Deal positively with all customers in a timely manner.
- Manage clients' returned goods in accordance with OKA policies and understand consumer rights.
- Understand design projects' urgency, work to clients' lead times, provide accurate information.
- Be an ambassador for excellent customer service to enhance the OKA brand.
- Other responsibilities as required at the direction of the Head of Trade and ID.

Experience

- Keen interest in furniture and home furnishings.
- Graduate with at least 1-2 years' experience in a customer facing role.
- Understanding of data processing, workflow and efficiency.
- Excellent team player – collaborative and people driven.

- Excellent communicator, especially telephone manner: professional, clear, positive, upbeat, patient & friendly.
- Work well under pressure and to tight deadlines.
- Highly organised with excellent time management skills.
- Proficient in MS Office, including Excel. Familiarity with Salesforce is an advantage.
- Excellent verbal and written communication skills with a strong command of English.
- Flexible to work on weekends and public holidays as required to meet commercial and client needs.

If this position is of interest to you and if you think you have the right skills to be successful, please apply with a cover letter and an up to date CV via the link below.

<https://www.oka.com/uk/about/careers>

DUE TO A HIGH RESPONSE OF APPLICATIONS, WE ARE ONLY ABLE TO CONTACT SHORT-LISTED CANDIDATES

Privacy Policy

Please note, by applying for a vacancy, you are agreeing to our Privacy Policy

<https://www.oka.com/uk/help/terms/privacy>