



Job Description

Job title: Showroom Sales Administrator

Reports to: Sales Manager

Based at: Forbes & Lomax Ltd, St John's Hill, London, SW11

Salary: £21 - £23k per annum (dependant on experience)

Based on the front desk, you will be responding to sales emails, answering the telephone and meeting and greeting visitors to the showroom. These could include electrical contractors, private individuals, interior designers, couriers and more.

You will be required to assist customers with queries, process payments and organise deliveries and collections.

Forbes & Lomax have been supplying top quality decorative lightswitches to architects and interior designers since 1987 and are the pioneers of the Invisible Lightswitch®.

As a luxury brand, we pride ourselves on our excellent customer service and after sales care.

The position will suit someone who has exceptional customer service skills and attention to detail and will relish the chance to see how a successful design led company operates.

Key responsibilities:

- Handling customer queries via email, in person and over the phone
- Answering the telephone and meeting and greeting visitors to the showroom
- Raising quotes, processing orders, issuing invoices
- Dealing with couriers and organising the despatch and delivery of goods
- Opening accounts for new customers and building and developing relationships

Skills:

- Excellent computer skills (MS Office including Word and Excel). Training will be provided for our in-house order management system
- Good communication skills
- The ability to plan and prioritise your workload and remain calm under pressure
- Team player who enjoys working with others

Please send your CV along with a covering letter to charlotte@forbesandlomax.com