

JUNIOR CLIENT ACCOUNT MANAGER

Tim Butcher and Lizzie Deshayes Launched Fromental in 2005, intent on making the world's most beautiful wallcoverings, fabrics, and accessories. Combining the finest skills together with luxurious fabrics, we have become known for our elaborate and hand embroidered designs.

Our London team has enjoyed successful growth over the last 5 years and is looking to expand our team. This is an excellent opportunity to work as part of a dynamic and committed team based in our London head office.

FUNCTIONAL ROLE

- Liaise with Fromental sales team and trade clients to project manage enquiries through sale to delivery
- Administrative and project support to Fromental Sales Team
- Liaise with production in China and London to ensure successful delivery of custom-designed hand-painted and embroidered wallcovering among a variety of products
- Using internal systems and processes to successfully manage projects

REQUIRED SKILLS

Excellent communication skills - Written and verbal communication with clients, including sales skills

Excellent IT skills – MS Office essential, Photoshop desirable

Strong project management skills– Dealing with many projects of varying complexity simultaneously

Strong organisational skills – Accuracy and excellent attention to detail

Technical/ Artistic skills – Ability to read elevations and an understanding of production processes is desirable

Commercial Awareness – Ability to take responsibility and make sensible business decisions

TYPICAL WORKING

Once you have been trained and gained some experience of our products and processes, you will be managing up to 100 live projects at one time. Each enquiry will be different, from a simple quote to the delivery of a complex multi-roomed custom designed/ sized wallcovering. You will be supporting our London sales team, project managing client enquiries from initial concept to delivery, managing every aspect along the way. You will be dealing with emails and phone calls from clients. Perhaps up to 30 contacts per day.

Delivering the orders can be the most creative part of the job role. The majority of Fromental orders are made to fit the room, so you may need to remodel each design each time. You will also design and then write sample orders closely with the Design team. Once all the details are confirmed, you will place an order which you will be responsible for managing until completion.

Most of your time performing your role will be spent in our London office on your computer and on the phone.

Basic Salary: up to £28,000 depending on experience + Bonus

Holidays: 25 days per annum + Bank Holidays