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Job Description

CUSTOMER SERVICE ADVISOR (LONDON)

Overview

This role provides excellent customer service and sales support and focuses on developing and maximising sales opportunities from our existing customers whilst supporting the Sales Director & External Sales Team.

We want you to...

- Support and work closely with Customer Service and Sales Team colleagues and follow procedures for order processing and resolving outstanding queries
- Ensure customers are informed of back orders and out of stock
- Provide expert knowledge and advice to customers on products and services
- Generate customer returns notes
- Management of personal COD account
- Check and un-hold online (WOO) orders
- Support our Bespoke Print Administrator
- Follow up on quotes and enquiries in a satisfactory time
- Support promotion days and follow up on marketing campaigns as required
- To work with existing clients maximising spend and ensuring all contact/company information is updated on Horizon
- Liaise with and support the Sales Director and Operations Director
- Attend annual Commercial Review Evening
- Ability to support other roles within the organisation and provide cover when necessary

You have got...

- Excellent attention to detail
- Experience in Microsoft Windows, Outlook & Open Based Software
- Good Communication skills particularly on the telephone
- A positive Attitude
- A minimum of 5 GCSEs (or equivalent) including Maths & English
- The ability to be a team player as well as motivation to work alone

Why Commercial..?

- Competitive basic salary
- Bonus scheme (paid quarterly upon achievement of KPI's)

- 25 days holiday per annum (plus bank holidays)
- Company contributory pension scheme
- Cycle to work scheme
- Free fruit in the office