

SOANE

BRITAIN

Job Title: Sales Operations Assistant

Location: Leicester

Department: Sales Operations

Position Reports to: Sales Operations Manager

Company Overview:

With an uncompromising commitment to British manufacturing, Soane Britain's mission is to design and make enduring and life-enhancing furniture, lighting, fabrics and wallpapers through collaborations with a network of the finest craftspeople in Britain. Soane combines responsibly sourced, high quality materials and superb workmanship to ensure our designs endure for generations.

Our talented team is based in offices and workshops in Leicester and the West Country and showrooms in London and New York. For more information, please visit www.soane.com or join our social media platforms Pinterest and Instagram.

Purpose of the Position:

Due to the growth of sales of our fabrics and wallpapers globally, we are now recruiting for an additional Sales Operations Assistant to join the team. This position is perfect for someone with 0-2 years of experience and is looking for an exciting new role within the industry. The primary role is to provide administrative support to the Fabrics & Wallpaper Client Development Team, managing the whole process from order through to delivery.

Using your knowledge of Soane's products and customer service skills, you will act as a liaison between clients, client development, logistics and production. The challenge will be to build and maintain these multi layered relationships whilst working in a fast-paced environment.

As a member of the Sales Operations team, you will be key to ensuring the Soane client is kept at the forefront of all decisions. The role will require you to be detail orientated, highly organised and able to multi-task.

Duties and Responsibilities:

- Provide an exceptional and efficient service to Soane clients using our trusted advisor approach
- Daily shared inbox management
- Raising proforma invoices in a timely manner, including client and non-client orders
- Responding to customer enquiries, including pricing and stock availability via email or phone
- Sending sample requests
- Raising reserves
- Order fulfilment, sending pack lists and commercial invoices ready for dispatch
- Monitoring shipments dispatched, ensuring deliveries are on track
- Managing custom delays for shipments outside of the UK
- Handling simple aftercares
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Qualifications for the Position:

- Fabrics and wallpapers knowledge highly advantageous
- Knowledge of Microsoft packages
- Ability to multi-task
- Outstanding attention to detail
- High standard of verbal and written communication skills
- Proactive nature

LONDON NEW YORK

WWW.SOANE.COM

COMPANY REGISTRATION N° 03360853 VAT N° 707 0475 49