



Original Style is based in Exeter with staff totalling approximately 150 and departments in customer services, marketing, accounts, manufacturing, purchasing, retail and warehousing. Original Style distributes stone, glass and ceramic tiles and is one of Britain's largest tile manufacturers. Our products are available in over 55 countries and over 2000 quality retail shops worldwide. Original Style tiles have been used in wide-ranging projects from English country pubs to international opera houses, and from Hollywood film star homes to Arabian mosques.

**JOB TITLE: CUSTOMER SERVICES OPERATIVE**

**DEPARTMENT: Customer Services**

**REPORTS TO: U.K. Customer Services Supervisor & Customer Services Manager**

#### **PURPOSE OF THE ROLE**

Part of the Original Style customer services team, responsible for processing sales via telephone / fax / e-mail and dealing with customer queries resulting from sales.

#### **ROLE ACCOUNTABILITIES**

- Receive telephone calls from our customers, ensuring all calls are dealt with in a friendly and professional manner. Answering telephone calls.
- Processing orders via telephone, fax and e-mail onto a customised computer system.
- Support and liaise with the Sales Representatives by answering queries relating to customer details, inputting of orders, displays and providing product ordering information.
- Assisting customers with floor plans and quantity calculations.
- Responding to and solving customer problems / queries / complaints.
- Liaising with warehouse / carriers with reference to distribution.
- Input telephone, e-mail or faxed orders onto the sage telesales system, ensuring the customer details and orders are accurately entered and acknowledgements of orders are sent to customers.
- Administration of correspondence generated from pro-formas / invoices and distribution documentation.
- Log customer issues onto the CRM system, detailing all communication to the customers.
- Working with the team to achieve various other tasks as required.

These are the main functions of the job but employees may be required to carry out other duties as may be reasonably required.

**Tools and Equipment used:**

Telephone, fax, photocopier and various computer software packages e.g. basic word, basic excel, e-mail and CS3 (tetra) system.

**PERSON SPECIFICATION:**

To succeed in this role the person needs to:

- Possess excellent communication skills with a confident, pleasant telephone manner.
- Be a team player.
- Have accurate keyboard skills and experience of data entry.
- Have proven customer service / sales order processing experience.
- Be enthusiastic with a desire to strive towards continuous improvement.
- Be IT literate, with good MS Office and CRM skills, training will be given as necessary.
- Have the ability to work to set standards and procedures.
- Be able to work in an organised and methodical manner.
- Have a willingness to learn.
- Be educated to a good standard - A' levels or equivalent. Basic mathematical ability essential.
- Be able to distinguish colour ranges.

**REMUNERATION AND BENEFITS**

We offer a competitive salary and benefits including a bonus, contributory pension scheme, staff discounts, childcare vouchers, accident insurance and death in service cover. In addition there is structured training and the potential for career progression within our rapidly growing dynamic company.

**BACKGROUND INFORMATION ON ORIGINAL STYLE LIMITED**

Please refer to the following website: <http://www.originalstyle.com>

**LOCATION**

Original style is based in newly furnished air-conditioned offices with ample parking close to junction 30 of the M5 at Falcon Road, Sowton Industrial Estate, Exeter, Devon, EX2 7LF.