

## **JOB DESCRIPTION**

Original Style is one of the U.K.'s leading tile manufacturers and distributors, with an extensive portfolio of high-quality ceramic, porcelain, glass, mosaic and stone tiles. Based in the South West employing in excess of 235 members of staff, Original Style has departments in customer service, finance, manufacturing, ICT, marketing, warehousing, purchasing, human resources, and retail. Original Style also has a commercial division working with architects, developers and specifiers, supplying a variety of projects from Gin Distilleries and hotels, to supermarkets and swimming pools. Experiencing year on year growth, with products available in over 60 countries and over 2000 retail outlets worldwide, there's never been a more exciting time to work with Original Style.

**JOB TITLE:** CONTRACT SALES ADVISOR

**DEPARTMENT:** CONTRACT SALES

**REPORTS TO:** DESIGNWORKS OFFICE MANAGER

### **PURPOSE OF THE ROLE**

Part of the Original Style Contract Sales Customer Services Team, responsible for processing sales via telephone / fax / e-mail and dealing with customer queries resulting from sales.

### **ROLE ACCOUNTABILITIES**

- Liaising with new and existing customers to follow up sales enquiries.
- 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 Specification Managers 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.
- Working with the team to achieve various other tasks as required.
- Working closely with architects, designers and property developers.
- Endorse and promote a positive and conscious health and safety culture within the Company. Ensure always take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

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 skills.
- Have the ability to work to set standards and procedures and also be able to work under pressure to tight deadlines.
- Be able to work in an organised and methodical manner.
- Have a willingness to learn.
- Be educated to a good standard. Basic mathematical ability essential.
- Be able to distinguish colour ranges.

**REMUNERATION AND BENEFITS**

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

**BACKGROUND INFORMATION ON ORIGINAL STYLE LIMITED**

Please refer to the following websites:

<http://www.originalstyle.com>

<http://www.ostileshop.uk>

<http://www.designworkstiles.com>

<http://www.dorsetwoolliscroft.com>

**LOCATION**

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

**HOW TO APPLY**

**Applicants should send their CV and a covering letter (including salary expectations) to Diane Smith, Human Resources Manager preferably by email to [dsmith@originalstyle.com](mailto:dsmith@originalstyle.com) or by post to Original Style Limited, Falcon Road, Sowton Industrial Estate, Exeter, EX2 7LF.**