

JOB DESCRIPTION

Original Style has celebrated over 30 years as a successful tile manufacturer, importer and distributor, and a leading global tile supplier with a strong presence in 48 countries worldwide. We have been producing high quality tiles in our factory in Exeter, Devon, since 1986 and we offer a wide range of products - from contemporary large format wall and floor tiles to hand-finished glazed tiles designed in-house. Tiles are our craft and we are committed to manufacturing using traditional techniques teamed with state of the art technologies. We also source original and innovative tiles for our collections from across the globe, such as our unique glass products and mosaics, enriching our collections for a truly versatile choice. The key to our success is the experience of our highly skilled designers and craftspeople, showroom experts, customer service and all support functions who make it a priority to ensure customer experience excellence throughout each stage of their journey with us.

With over 220 employees, seven tile showrooms and a global network of retailers, Original Style is committed to continuous development as an industry leader. We have ambitious plans to open more of our own retail showrooms and to grow as a business. Your growth is equally important to us – we will support you to reach your full potential and achieve your personal development goals.

JOB TITLE: CUSTOMER SERVICES ADVISOR

DEPARTMENT: CUSTOMER SERVICES

REPORTS TO: U.K. RETAIL AND CONTRACTS 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.

MAIN RESPONSIBILITIES

- Receive telephone calls from our customers, ensuring all calls are dealt with in a friendly and professional manner.
- Support and liaise with the Sales 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 Microsoft Business Central system, ensuring the customer details and orders are accurately entered and acknowledgements of orders are sent to customers.
- Administration of correspondence generated from proformas / invoices and distribution documentation.
- Log customer issues onto the Sales Logix system, detail all relevant communication to customers.
- Working with the team to achieve various other tasks as required.

- 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.
- Ensure compliance with all health and safety, quality and human resource policies and procedures of Original Style.

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 Microsoft Business Central 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 and CRM skills, training will be given as necessary.
- 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, 23 days holiday (increasing to 26 days with service) plus public holidays, staff discounts and death in service cover. In addition there is structured 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 Jade Calvert, Human Resources Advisor preferably by email to jcalvert@originalstyle.com or by post to Original Style Limited, Falcon Road, Sowton Industrial Estate, Exeter, EX2 7LF.