

## **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 circa 230 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:** EXPORT CUSTOMER SERVICES ADVISOR  
(Dutch and ideally German speaking)

**DEPARTMENT:** CUSTOMER SERVICES

**REPORTS TO:** BUSINESS MANAGER FOR EXPORT AND USA

### **PURPOSE OF THE ROLE**

Part of the Original Style Export Customer Services Team. Providing a high level of customer support, utilising language skills to maximise the customer experience. Responsible for processing orders and solving customer queries whilst complying with the documentary requirements for the Export market.

### **MAIN RESPONSIBILITIES**

- Receiving and making telephone calls in the relevant language, ensuring all calls are dealt with in a friendly and professional manner.
- Processing orders received via telephone, fax and email onto ERP systems, ensuring the customer details and ordered products are accurately entered and confirmations of orders are sent to customers.
- Responding to and solving customer problems / queries / complaints, accurately detailing all communication and activity on the CRM system.
- Processing of customer returns and credits.
- Supporting and liaising with the Sales Representatives with regards to queries relating to customer details, display products and inputting of orders.
- Assisting customers with floor plans and quantity calculations.
- Liaising with warehouse / carriers with reference to distribution.
- Liaising with the Freight Controller and freight forwarders to obtain transport quotes and book freight.
- Ensuring all correct export shipping documentation is obtained and filed electronically on the shipping document system to provide an accurate audit trail.
- Ensuring customer data on CRM System is up-to-date and complete.
- Taking credit card payments.

- Assisting the credit control department by highlighting any issues with customer accounts and contacting customers in order to resolve these in the relevant language.
- Assisting in translating and checking translations for various departments such as marketing, goods-in and purchasing.
- Completing various administrative tasks.
- Working with the team to achieve various other tasks as required.
- Attending meetings and product training sessions 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 the incumbent may be required to carry out other duties as may be reasonably required to meet the demands of the business.

## PERSON SPECIFICATION

To succeed in this role the person needs to:

- Be fluent in Dutch, preferably a Dutch National, with ideally German. Excellent written and spoken English is required.
- Be proficient in formal writing skills in Dutch and English and ideally German.
- Possess excellent communication skills with a confident, pleasant telephone manner.
- Have a knowledge/understanding of export documentation (desirable).
- Work well in a team, but also enhance that team, whilst having the initiative for solo work.
- Have accurate keyboard skills and experience of data entry.
- Have proven customer service / sales order processing experience.
- Be a quick and adaptable learner
- Be enthusiastic and confident with a desire to strive towards continuous improvement.
- Be IT literate with good MS Office skills; training will be given as necessary.
- Have the ability to work to set standards and procedures.
- 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 contributory pension scheme, 23 days holiday (increasing to 26 days with service) plus public holidays, staff discounts, death in service cover and Medicash Healthcare Cashplan (including shopping, travel and gym discounts).
- 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.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.**