Job Description

Sales Support Assistant

Reporting to: Customer Experience Manager

Hours per week: 40 – some weekend work (days off in lieu offered)

Job summary: To provide excellent customer service as the front line contact with our customers and to provide admin support to the Sales team, enabling the team to maximise sales and improve the customer experience.

Main Duties and Responsibilities

Admin Support to Sales Team

1. Processing credit requests for broken packaging and items not received
2. Updating order and price lists
3. Preparing and sending out mail merge letters
4. Assist Wholesale Telesales Coordinator to enter customer orders onto Food Control system
5. Cover for Wholesale Telesales Coordinator to call customers for orders and plan route for local deliveries
6. Liaise with haulage company and customers in respect of delivery issues, as required
7. Attend food tastings at new and existing customers across the South East.

Home Delivery/Telesales

1. Provide the highest level of customer service when taking telephone home delivery orders
2. Respond efficiently to all home delivery customer queries
3. Advise customers on product availability
4. Input and monitor orders on the home delivery system
5. Process gift voucher orders
6. Where necessary pursue manual payment when customer payment fails
7. Liaise with delivery company and customer in respect of delivery failures/queries
8. Escalate customer queries/complaints as appropriate to Customer Services Supervisor
9. Ensure customer refunds are processed in respect of broken packaging, items not received, failed delivery and escalate persistent issues as required
10. Ensure sample boxes are sent out as requested by relevant departments : PR samples/Wholesale Samples
11. Complete stock control sheets for PR Samples/Write offs/Wholesale samples

Other

- Answering and dealing as appropriate with general queries received via the switchboard
- Provide cover for shop orders as required
- Provide cover for Sittingbourne shop as required
- Ensure Customer Services Supervisor is made aware of major issues
- Any other duties that may be required.

Key Skills/Knowledge/Experience

- Prior experience of delivering a high level of customer service
- Self motivated
- Excellent verbal communication skills
- Excellent interpersonal and communication skills
- Outstanding telephone manner
- Ability to be flexible
- Ability to handle difficult conversations
- Good problem solver
- Ability to work well as part of a team
- Good level of IT skill
- Good level of numeracy