

Job Description

Sales and Customer Service Specialist

Role Title	Senior Sales and Customer Service Specialist
Location	Belfast

Role Purpose

The purpose of this role is to be at the heart of our customer's journey with Sliderobes. The sales and customer service specialist will be the first point of contact. You will be required to provide a high level of service, advice, and support to clients to secure design appointments and general administrative duties. You will be required to work as a team in a busy environment to deal with new leads and existing leads, providing sales quotes using our state of the art CAD system and providing a high standard of service to our clients throughout the process. This opportunity is ideal for an enthusiastic, well-organised individual that delivers first-class professional customer service/ sales advice.

Role Responsibilities

- Prepare CAD design quotations for customers based on their measurements
- Carrying out online design appointments for UK and Ireland
- Liaise with customers to book in design appointments for home and showroom appointments
- Managing phone calls to deal with enquiries, providing quotations and keeping customers extremely satisfied throughout the process.
- Manage Sliderobes Web activities for each site
- Prepare brochures for the post and action calls to follow up with the client
- Carry out PR/Guarantee calls for each installation
- Prepare documentation for fitters before installation
- Have an excellent understanding of Sliderobes products and pricing
- Assisting designers with sales collateral
- Use CRM and other systems to a required standard
- Undertake general administrative activities as required, including:
 - Distribute incoming post daily and handling outgoing post
 - Drafting correspondence
 - Maintaining files and record
 - Assisting with debt management
 - Other general administrative duties relating to customers, suppliers or the running of the site

- Assist as required with marketing and sales promotion activity
- Work with other members of the team in a supportive, collaborative manner, always ensuring that the focus is on delivering outstanding customer service
- Always comply with the company's policies and procedures
- Any other reasonable duties that may be required from time to time
- Carry out tasks to the highest standards of health & safety

Personal Criteria

- Three years' experience in a sales and customer service environment
- Excellent interpersonal communication skills (both verbal and written) with the ability to prioritise tasks
- Proactive, enthusiastic, and organised approach

Be able to problem solve and provide the best solution for the customer

- Confident using a CRM database
- Have a bright personality and love to speak to people, build and nurture relationships
- The ability to work as part of a vibrant team

You will meet regularly with your manager to review performance against the targets and standards in the business. As part of this conversation with your manager, you will discuss and agree on any further support and training needs required to help you be successful moving forward.

Hours of Work

37.5 hours per week – Candidate to be fully flexible.

The candidate will be required to do one in every three/four weekends. Saturday 10am-5pm and Sunday 1-5pm. The weekend work will be rotated between the team.

Salary & Benefits:

- FTE 22 days annual, leave plus bank holidays
- Birthday day off
- Private Medical Healthcare
- Life insurance
- Free onsite parking
- small team with a friendly and inclusive culture.