

JOB –

ON-LINE SALES AND CUSTOMER SERVICE ADMINISTRATOR

ABOUT THE COMPANY

Croft Mill is a small family business based in Colne, we were based in Foulridge for many years before the fabric mail order part of the business moved to our present premises in 2009. We are an online fabric retailer and wholesaler. We sell beautiful craft and dress fabrics sourced from all over the world. Last year we won best Northern supplier of fabrics and we came 3rd for best online retailer last year in the Sew awards. We have a loyal and dedicated customer base. You will be working with a small and friendly team of five permanent and full time staff as well as freelancers and suppliers and you will report to the Managing Director.

ABOUT THE ROLE

We are seeking an organised and efficient **On-line Sales and Customer Service Administrator** to ensure the smooth day-to-day running of business operations. This is a varied role and as much training as you need will be given. However we would like the candidate to be a natural problem-solver with a pro-active attitude, have good administrative and organisational skills and a good understanding of IT. It is not essential but an appreciation/ like and a knowledge of fabrics would help in this role as you will be talking to customers about them. All the help and training you need with to regard to the fabrics will be given. We are a small and busy office and the **On-line Sales and Customer Service Administrator** will need to use their initiative to juggle a variety of tasks.

Ideally we are looking for 1 full time candidate however for the right candidates we will consider 2 part time rolls to cover the 5 days needed. The full time hours of work for this job are from 9am until 5pm with a half hour lunch break, 37.5 hours week.

Contract: Permanent

Probationary period: 3 months

Holidays: 22 days holiday plus statutory days.

Location: Colne Lancashire

Sick pay: At the company's discretion.

The main responsibilities of the role will include:

Administration

- Taking orders over the phone/ Updating database /updating stock.

- Charging cards/ Refunding cards.
- Opening and sorting the post.
- Dealing with sales calls.
- Printing out customer internet orders.
- Checking monies are correct and accurate for internet orders.
- Liaising with the cutting room you make sure that there are no long standing undelivered orders and that customer's queries and issues are solved in a prompt and polite manner.
- Answering email enquiries.
- Filing.
- Dealing with any returns or problems with customer orders.
- Analyse stock levels and re-order stock.
- Organise the paperwork for the courier services.
- Look after and keep good stocks of office stationary.
- Organising, tidying and cleaning the office.
- Maintaining and improving business systems and processes.
- Providing other administrative support to the Director as required.

Operations:

- When filling in due to staff absence for holidays - processing and packing retail and wholesale orders, booking and coordinating couriers.

ESSENTIAL REQUIREMENTS

- Experience working in an office and administration.
- Good computer skills, including Excel, Word.
- Organised and efficient, competent at prioritising tasks and staying calm under pressure.
- Accuracy and attention to detail.
- Excellent written and verbal communication skills and the ability to tailor communication style to the audience.
- A friendly, confident and professional demeanour, with a positive attitude and the ability to build good relationships with colleagues, customers and suppliers.
- Willingness to work in a flexible manner and undertake other duties as reasonably required.
- A sense of humour and enjoyment in work.

DESIRABLE EXTRAS

- A clean driver's licence
- An interest in sewing.

HOW TO APPLY

Please email caroline@croftmill.co.uk with two attachments (Word or PDF):

1) A covering letter

- How you meet the essential requirements (and any desirable extras) of the post
- Why you would like the job.

2) Your CV outlining relevant training and experience, including email and phone number contacts for two referees. Ideally we would like to talk to referees before a final decision is made, so please indicate whether we can contact either referee before a job offer is confirmed.

The deadline to submit your application is Friday 26th June

We apologise but unfortunately we are unable to respond to unsuccessful applications. If you do not hear from us by the interview date, please assume you have not been successful this time. Thank you for your understanding.