

Job description

Role Title – Export Administrator – French speaking

Based in Denham, Buckinghamshire

Why join Style Library?

There's something inspiring about working at Style Library, perhaps it's our iconic brands and the nature of our diverse range of authentic British designs as well as our ever-growing collaborations in our Licensing department?

If you love interiors as much as we do, this could be the beginning of a wonderful journey.

We create styles that celebrate a passion for colour, texture, craftsmanship and innovative design. We are a global leader in interior design and we are proud to manufacture, market and distribute our brands around the world. We employ approximately 700 employees and now have an exciting opportunity to join our growing **International Export** team on permanent basis.

If you're looking for a new challenge, join us as we inspire creative living in every home.

The Role:

- Reporting to the **Export Team Leader** your responsibility will be to ensure customer satisfaction by receiving and processing all incoming queries from export customers promptly and efficiently.
- To provide Sales Support to the Field Sales Managers.
- To specialize in designated markets and also provide support to the other team members.

What's involved:

- To take incoming calls from customers via telephone, fax and email.
- To ensure orders and sample requests are processed immediately.
- To liaise with the Commercial Department with regard to out of stock items or 'specials'.
- To advise customers of any delays or problems and continue to keep them informed.
- To advise the Accounts Department and Sales Managers of any discrepancies on credit limits.
- To inform Team Leader of any issues affecting Customer Service.
- To maintain any paperwork/filing on a daily basis.
- To adhere to all general office procedures.
- To investigate all credits and returns fully and action where necessary.
- To report all quality failures by warehouse or external carriers promptly via the correct procedures.
- To keep up to date all information held on the country profiles for shared use.
- To produce export documentation where necessary (paint orders).
- To dispatch all sampling materials following new launches as instructed by the Sales Managers.
- To inform Sales Manager of any additional sampling needs of the customer.
- To provide sales information to the Sales Managers as requested.
- To obtain a good working knowledge of all export markets by working closely with other members of the team
- To ensure all customer requests are fulfilled in colleagues' absence.

- To provide assistance and support to any member of the team as and when requested.
- To provide assistance in other areas of the customer services department, and be fully aware of all customer service procedures.
- Take ownership to learn and improve product knowledge.

Essential Experience\Qualifications Required:

- Fluent in English.
- Excellent written and verbal English skills.
- Experience and thorough understanding of exporting products to overseas markets (shipping etc) including the production of export documentation
- Strong computer literacy in MS Office
- 1yr min export Customer Services experience.
- Able to multi-task
- See tasks to conclusion
- Personable and self-motivated
- Able to work on own initiative
- Organised
- Pro-active and a team player

What's in it for you:

As a Style Library employee, you will enjoy a competitive financial package, generous staff discounts across all brands as well as licensed products and 25 days annual leave.

If this sounds like the next step in your career - make your application today! We're looking forward to hearing from you! Send your CV to jobs@walkergreenbank.co.uk

You must meet the legal requirements to apply for this job. At Style Library we are committed to providing equal opportunities to all applicants and, and we welcome applications from candidates with diverse backgrounds.