

OCHRE®

sales support coordinator

Ochre is a British based furniture, lighting and accessory design company with showrooms in London and New York, and with a closely-knit team of eighteen in each location. We work closely with reputable interior designers and architects all over the world to assist in creating warm, luxurious and elegant interiors. All our products are manufactured by master craftspeople, and Ochre's calm individuality is expressed using complementary natural materials to make each piece truly unique and timeless.

Responsibilities:

- Raise all sales pro forma invoices and revisions and send to clients by email as order confirmation, requesting deposit payments to activate the manufacturing process
- Assist in raising quotations on the systems where required, and chase clients for payment of deposits and balances; liaise with Production regarding manufacture and Dispatch Coordinator to arrange deliveries and collections
- Liaise with Production to ascertain progress of all orders, and regularly update internal systems & clients of order status
- Work closely with the Finance team to process all incoming VAT invoices/receipts and product returns on to the accountancy system, as well as deferred income reconciliation
- Record and handle all customer service issues, and help to quickly and pro-actively resolve them as they arise, in collaboration with the Sales, Production and Dispatch teams
- Provide periodic order status reports to the sales team, and occasional cover for the Finance team
- Develop and maintain a clean and organised CRM database at all times
- Assist with the organisation and execution of special events and exhibitions
- Other reasonable duties that the management may require from time to time

The Candidate

- Two years relevant sales/accounts administration experience in the luxury interiors industry is desirable
- Excellent client-facing, verbal and written communication skills in fluent English is essential
- A team player who is personable, proactive, articulate, highly organised, able to work well under pressure, and has exceptional attention to detail
- A flexible, quick learner with a structured and disciplined approach
- Proficient in MS 365, especially Excel, and a basic knowledge of Sage200/SageCRM would be desirable

A competitive salary package will be offered to the successful candidate.

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Please apply in writing only, providing your most recent CV and covering letter, to careers@ochre.net
Only shortlisted candidates will be contacted for interview.