



Sales & Customer Service Co-ordinator

Job Type: Permanent

Hours: Full time, 08:30 – 5:00

Required Experience:

Sales and Customer Service experience ideally minimum 3 years and preferably in an office environment.

About Us:

Established in 1972, Libra has become one of the UK's leading designers and wholesale suppliers of beautifully hand-crafted furniture, lighting and decorative accessories for contract and retail environments. We now have an opportunity to join our young, driven, ambitious team in Cambridge. Working as part of our customer service and sales team. This role will involve dealing directly with the customers either by telephone, electronically or face to face, ensuring that customer enquiries and queries are responded to and resolved promptly and efficiently.

Experience of working in a fast-paced environment is essential along with strong organizational and selling skills and a meticulous eye for detail. You'll need to be highly target driven and motivated by commissionable sales, with a proven track record of great customer service and sales ability.

Your responsibilities:

- Office point of contact for a pre-defined section of our customers
- Maintain and build a loyal client base
- Understand customers' requirements and deliver excellent sales and customer service ensuring orders are dispatched on time and that all issues are resolved in a timely manner
- Upsell and cross sell wherever possible to increase order values prior to dispatch
- Thrive whilst working under pressure to realistic but challenging team based sales targets
- Grow existing customer revenue and continually bring on new business through prospect research and lead follow ups
- Work effectively with team members and management at our head office in Newmarket
- Show customers through our showroom and assist at trade events (4 events offsite where your presence may be required)

Essential:

- A positive, can-do attitude
- Self motivation
- A hunger to exceed sales targets
- Tenacity and perseverance
- Strong communication skills and confidence when dealing with customers
- Diplomacy under pressure
- Intermediate Microsoft skills – intermediate excel essential

As well as full sales and product training, we offer the following:

- A fantastic working environment
- The opportunity to work with a great team
- Bonus and commission structure
- Staff Discounts
- Pension Scheme
- 22 Days Holiday

All CVs and covering letters to be sent to liann.foster@thelibracompany.co.uk