

## **Sales & Customer Service Advisor**

<b>Team:</b>	<b>E-COMMERCE</b>
<b>Working to:</b>	<b>SENIOR SALES ADVISOR / SENIOR CUSTOMER SERVICE ADVISOR</b>
<b>Working with:</b>	<b>E-COMMERCE TEAM</b>

Bloc Blinds, an innovative local manufacturer of award-winning window blinds, is seeking to recruit a Sales & Customer Service Advisor to join them at their brand new office located in Belfast City Centre.

### **Forming part of a dynamic and committed team you will deliver best in class E-Commerce sales support and customer service at all times, this will include:**

- Sales order processing over the phone and online.
- Liaising with and supporting customers regarding their orders.
- Handling inbound and outbound calls as well as emails and live chat.
- Becoming competent with production systems and product details.
- Quoting for customers and advising them on suitable products.
- Working with and updating delivery schedules and arranging customer returns.
- Reporting to both the Senior Sales Advisor and Senior Customer Service Advisor.
- Prioritising and completing tasks within the time allocated.
- Handling customers sensitively and professionally in line with company policy.
- Dispatch and help manage fabric sample packages.

### **Particular consideration will be given to applicants who demonstrate:**

- Strong sales experience with at least 1 year's proven experience in sales and customer service.
- The ability to upsell and cross-sell across a range of products.
- Excellent written and oral communication skills.
- Target driven and self-motivation.
- Good time management.
- Loyalty to the brand and a willingness to learn new skills.
- A good rapport with people and inspire trust and confidence in the service provided.
- Willingness to contribute to the vision of Ecommerce and Bloc Blinds as a whole company.

### **What we'll offer you**

In return we offer you the opportunity to work with one of the most dynamic companies in Northern Ireland, who have limitless ambitions for growth, and like to

provide their employees with opportunities for progression and development, both horizontally and vertically on the career ladder. Our Company prides itself on encouraging autonomy but within a supportive environment, working with an energetic and vibrant team. The nature of our business means that we are constantly evolving and improving, and embracing change to achieve our ambition of market leadership on a global scale, meaning that no two days are ever the same!

Hourly rate for this role will be £8.72; 37.5 hours per week working Sunday to Saturday, although some flexibility may be expected and can be discussed further at interview.

### **Perks**

Commission on sales, Company pension scheme, childcare voucher, staff discount scheme.