



Customer Services & Sales Administrator

Date: July 2017

We are looking for a customer-oriented and diligent Customer Services & Sales Administrator to join our UK Customer Services Team, based in our Wimborne Offices. This role is providing Maternity cover for a six-month period.

Working in a small team provide product information and resolve customer queries with accuracy and efficiency, whilst ensuring excellent service standards and maintaining high customer satisfaction levels.

We are looking for someone who is genuinely excited to help customers who readily demonstrates patience and empathy. Problem-solving should come naturally, confident at troubleshooting and able to investigate to resolve customer queries quickly.

With solid administrative skills, ability to manage competing priorities and confident to liaise with and support both customers and colleagues. Attention to detail is essential, additionally the ideal candidate will be proactive in identifying problems and coming up with workable solutions. Working alongside several internal departments you will need to be a team player.

A background in the craft sector and an interest in art and craft would be desirable.

You will be responsible for:

- Efficiently respond to all incoming communication from customers and colleagues; system generated, email and telephone
- Effectively prioritise/triage communication to manage customer and business expectations
- Answer incoming telephone calls, forward as necessary
- Process customer orders in a timely and accurate manner
- Investigate and resolve customer queries and complaints (within remit).
- Supporting other colleagues with customer related queries
- Contribute to continuous business improvement

Reporting to:

Customer Service Manager

Working Hours:

37.5 hours per week/Mon-Fri with occasional evening and/or weekend work

Salary guide:

Up to £18000 pa depending on skills and experience. Six months fixed term contract.

Apply to:

recruitment@westdesignproducts.co.uk

About us:

docrafts was founded in 1997 by industry leading entrepreneurs and has now become one of Europe's leading craft suppliers across independent specialists, national retailers, TV shopping channels and multiple overseas territories. We are an industry leader in all things craft. With an experienced team of product designers, we create innovative, themed collections and projects to excite and inspire consumers within various categories such as paper craft, soft craft, sugar craft and much more.

Web: docrafts.com / docrafts.biz