

MERCHANT & MILLS

14A TOWER STREET | RYE | TN31 7AT

Job Description

Job Title: Customer Service Assistant

Salary / Rate: £22,425 per year

Contracted Hours: 37.5 per week

Merchant & Mills, a market-leading retailer/wholesaler of fabric, haberdashery, and dressmaking patterns is looking for a new Customer Service Assistant. Reporting to our Retail Manager, you will have the following responsibilities.

Responsibilities:

- You are the main point of contact for any sewing, stock and shipping queries, coming through by phone or email.
- Processing returns, from customers and courier services.
- Using Sage 200 to find out information regarding order deliveries and stock issues. (Training for Sage 200 can be given).
- Working with our accounts team to resolve order issues for customers.
- Using the back end of the website affectively to resolve order issues. (Currently Wordpress, but shortly moving over to a bespoke platform).
- Using courier sites to book out orders, and also raise refunds where necessary.
- Feeding back to the creative and sourcing team with requests for certain products or problems with products.
- Communicating well with the retail team when dealing with order additions and stock requests.
- It is important to state that you will be working under your own initiative so you need to be confident and self motivated
- You may be required from time to time to work on retail packing or in the shop.

Essential Skills:

- Excellent phone manner. You are the main point of contact/face for M+M so it's essential you are friendly, welcoming and happy to help.
- Highly organised – it is a fast paced role, and you must be able to manage your emails and daily tasks well in order to not fall behind.
- Excellent email manner. You must be able to write confidently and articulately.
- A conscientious attitude.
- Basic use of Word and Excel.
- Be able to multi task and prioritise your time wisely.
- Be able to take direction from line managers and deal with time pressures.
- A good sewing and textile knowledge – anything too complicated can be passed on to the classes team if needs be.

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Merchant and Mills Benefits:

(Following successful completion of 3 month probation period)

- We offer all our staff free quarterly occupational health sessions.
- We offer our staff a paid course of therapy if it is ever needed.
- Life assurance policy
- Optional pension scheme
- 30% discount on all Merchant & Mills products.
- A monthly cloth allowance to make up one of our patterns.
- All Merchant & Mills patterns are free.
- 20 days paid holiday plus bank holidays

To apply:

Please email michelle@merchantandmills.com with your CV and a short covering letter explaining your suitability for the role. We are ideally looking for a July start date but can be a little flexible on timing. Please send your CV in by 12th June for consideration for the role.