

## Commercial Sales Coordinator

In 1973, Karndean started life as a small family business. Now we are one of the world's most renowned and respected luxury flooring brands. We recognise our people as being the key drivers of our success and its their passion and innovation that have allowed us to continue growing as a business.

We have an exciting opportunity for a commercial sales coordinator to join our busy, vibrant, customer service focused sales team. This position is well-suited to an enthusiastic team player with a passion for delivering excellent customer service.

As a commercial sales coordinator you will have excellent communication skills and be capable of building strong relationships with your colleagues both in and out of the office as well as our commercial customers and external commercial sales team. Organisational skills and attention to detail will be key for you to excel in this role.

### Responsibilities:

- To always provide customer service excellence to all contacts through all channels of communication.
- Accurate processing of commercial orders, stock enquiries, samples, returns and queries, using reporting tools available to ensure a high level of accuracy.
- Ensure all communication/interaction with customers is accurately recorded within the relevant IT systems.
- Ensure that details of all commercial details in relation to projects, new account requests and leads are registered accurately in CRM.
- Take ownership of commercial customer enquiries and complaints through first call resolution, responding to them in a timely manner and proactively following them through to a satisfactory resolution, referring to Commercial Specialists as required.
- Communicate and co-ordinate with other departments within the business to ensure that our customers receive the best experience possible.
- Point of contact for first line enquiries from Commercial Specification Managers.
- Recording accurate information regarding requested appointments with the Commercial Specification Managers with prospective customers e.g. CPD's, literature requests.
- Shadowing of the Commercial Specialists to ensure you maintain a good understanding of the current practices/trends within the commercial flooring industry.
- Identify any areas where we can improve our processes and procedures in order to provide our customers with the best customer experience in the flooring industry.
- Support Retail and Trade channels, to ensure during peak trade all customer contact is dealt with as promptly as possible.
- Any other reasonable duties which may be required by management from time to time.

### Requirements:

- Passionate about delivering customer service excellence
- Excellent communicator and listener
- Excellent written communication skills

- Able to work on own initiative as well as being a key team player
- Attention to detail and accuracy
- Able to work well under pressure in a very fast paced environment
- Ability to organise and prioritise your own workload
- Experience of working in a target driven environment
- Problem solving and conflict resolution skills

### **Our Company:**

Karndean International UK is based in Evesham, Worcestershire across three sites with excellent facilities. We offer a huge range of benefits but here are some of the headlines:

- Competitive salary
- 37.5hrs a week between 08.00 >17.30 Monday to Friday
- Hybrid work - 3 days in our head office Monday to Wednesday with Thursday and Friday at home if you wish
- Monthly bonus opportunities
- Employee discount
- Health care cover
- 24 days holiday(increasing with service) plus all B/H + a day off for your birthday
- Enhanced pension scheme
- Enhanced maternity, paternity and sick pay benefits
- Learning and development opportunities
- Paid Volunteering day
- Regular employee awards with up to £1,000 monetary prizes

As part of our company, you will enjoy working with a team of incredibly passionate, fun people, have the opportunity to contribute innovative ideas direct to the executive leadership team and progress your career.

At Karndean we are committed to recruiting and retaining a diverse workforce with an equitable, inclusive environment.

### **How to Apply:**

- Please send your CV and covering letter to [recruitment@karndean.co.uk](mailto:recruitment@karndean.co.uk)