

Retail Sales Co-Ordinator

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 it's their passion and innovation that have allowed us to continue growing as a business.

We have an exciting opportunity for a Retail Sales Co-Ordinator 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 Retail Sales Co-Ordinator 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 customers. Organisational skills and attention to detail will be key for you to excel in this role.

Responsibilities:

- Accurate processing or recording of customer orders, stock enquiries, returns and any other queries our customers or field sales teams might have - we're here to help!
- Effective communication with other departments; you'll get to know the rest of the Karndean teams pretty quickly with our in depth onboarding programme
- Ensuring all our customer communication is accurately recorded. This helps us help you grow and develop in your role so that if you want to progress your career you can.
- We like our team members to own their relationships with customers so if you have an enquiry or complaint from a customer you'd provide that consistent response and service to them until there's a resolution. If you need help it's there but we trust our team to resolve any problems themselves and do what's best for our customers.
- Upskilling and development opportunities are always offered to improve and grow your knowledge of the business as well as your own skill set for that next step.

Requirements:

- Able to work well under pressure in a fast paced environment
- 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 09.30am - 5.30pm
- 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