



## Junior Sales Office Administrator

**Location:** Groves Head Office Thame

**Hours:** Monday- Friday 8-5pm

**Salary:** Negotiable

Groves is the UK's largest supplier of sewing, quilting and crafts and has grown from strength to strength over the last 51 years. Our focus is on product excellence, maintaining our existing brands and working hard to keep developing innovative and exciting new ranges season after season.

We are looking for an enthusiastic individual with an eye for detail to work within our busy and vibrant sales office.

This would be a great opportunity for an individual who is currently working within a sales office environment and is looking for new challenges. Alternatively candidates may have no experience in this area currently, but may demonstrate enthusiasm for the role and willingness to learn quickly on the job, with exemplary organisation and team working skills.

Reporting to the 'Sales Office Manager', you will support and assist customers' inbound communications by processing their orders, sales/product enquiries and tracking orders from start to finish. At Groves we pride ourselves on exemplary customer service and warm and helpful interactions with our longstanding customer base. We are looking for an individual with a positive can do attitude, who is self-motivated, alongside strong communication skills, both written and verbal.

The ideal candidate needs to be comfortable working in a very open and transparent team environment and will have great interpersonal skills. A solid knowledge of Microsoft Office packages is advantageous as this is used broadly within the role.

### PRIMARY ROLE:

To answer inbound telephone calls within 3 rings, taking customers' orders and dealing with queries.

To process customer orders and enquiries via telephone, email, fax and via our website.

To implement unique requests from customers relating to their orders.

To provide customers with detailed EPOS of their orders or particular ranges.

### DESIRED SKILLS:

Good knowledge of Microsoft Office, Word, Outlook.

Intermediate understanding of Excel would be an advantage due to significant database work including basic formula work. On-going training on Excel can be provided if necessary.

Ability to multitask in a fast paced office environment a logical thinker with common sense and a 'complete-finisher' approach to all tasks.

A good team spirit is essential and a willingness to 'muck in' where needed.

Please send CV's to Amy Warner at [a.warner@groves-banks.com](mailto:a.warner@groves-banks.com)