

Sales & Admin Support

Job Purpose:

- To support the current growth and expansion plans of Valentine Clays & sister companies (LoveClay & Art in Clay) by helping to deliver:
 - An increase in sales through providing a great customer experience for all customers
 - Admin support where relevant

Accountabilities:

- Supporting the Valentine Clays team members and relevant departments (admin support)
- All customers (online, onsite & over the phone sales support)

Key Responsibilities:

Sales Focus

- Manage incoming customer sales (online/by phone/walk-ins) and payments
- Ensure customer enquiries are replied to by the relevant team member
- Process sales orders and produce invoices using a Sage system and online website
- Developing good customer relationships

Admin Focus

- Manage all general incoming calls
- Manage brochure requests
- Undertake a variety of daily office duties, administration, and general tasks
- Assist the Office Manager with responding to emails
- Organise all incoming and outgoing post
- Support the marketing team by overseeing the distribution of marketing materials e.g., Brochure requests, yearly customer calendar deliveries, art in clay leaflet drops etc
- Assist the Art in Clay & LoveClay team with general admin and specific support tasks
- Assist with supplier invoices, if required.

General Focus

- Oversee and communicate with all site visitors and customers
- Maintain meeting areas and front of house
- Liaise with all departments (warehouse, office & production teams)

Reporting Structure

- **Reports to:** Office Manager
- **Reports From:** No direct reports

Key Interfaces:

- Managers & Supervisors
- Company Directors

Background and experience:

The ideal candidate will have experience with working in a reception role or customer service, have a good phone manner, positive attitude, and strong attention to detail. It is important that they are able to work individually on tasks as well as part of a team. They must be enthusiastic, warm and confident with liaising with customers. Having an interest in the ceramics industry will be of an advantage. The right person within this role will be pro-active and work efficiently when delegated a task.

Availability: As soon as possible

Full time: 35 hours (Mon to Thurs 9am – 5pm & 9am – 3pm Fri) with a 30-minute lunch break each day

Holidays: 33 days including statutory

Location: Valentine Way, Stoke-on-Trent, ST4 2FJ