



Customer Sales Administrator

Location: Swansea Full time-permanent, Monday-Friday

Based on North Gower, Smile Plastics is an innovative manufacturing company that converts plastic waste into 100% recycled plastic, beautiful decorative panels. Our products are the highest quality on the market and have been used extensively in residential and commercial spaces all over the world, including: Paul Smith, Christian Dior, Lush, V&A Museum, Selfridges and the National Trust.

We are small – but expanding at a rapid rate in 2021. We are excited to be hiring for this brand-new position which supports our customer experience team. You will be point person for our customers, letting them know what's happening and ensuring that all our fantastic samples are sent out to our curious customers. You will come with previous experience of supporting a sales/customer facing team and thrive in a role that is all about creating an exceptional customer experience.

What we can offer...

- Experience of working for a unique, eco-driven company - taking the world's waste and making it useful again
- Salary: £19,500 pa negotiable based on experience
- Company pension contribution
- 21 days holiday plus statutory bank holidays
- Hours: 37.5 hours per week, Mon - Fri 8.30am – 4.30pm
- Small, friendly work environment
- Here at Smile Plastics, we are all multi-skilled and as a small, expanding company we encourage staff to develop and grow - you aren't defined by your job title. We support training and knowledge growth



What you will be doing:

- First and foremost being an ambassador for exceptional customer service
- Answering calls and emails, being the first port of call when responding to queries and requests from curious and passionate customers
- Updating our CRM system with customer details and sales orders, so we can fully support our customer interactions and assist the marketing team in sharing our story
- Managing the distribution of samples to customers. These bite-sized critical creations showcase our materials and reside in architect firms, interior designer portfolios, and University materials libraries
- Providing administrative support to the team, creating documents, completing supplier account forms and PowerPoints for sales meetings, as required
- Managing the fulfilment of our website orders (both domestic and international): preparing accurate quotes, raising invoices, arranging shipping and completing the associated documentation
- Liaising with the Technical Customer Service and Production teams to ensure stock is available for all website sales fulfilment – we hate saying “No” to a customer!
- Managing Customer Correspondence via our Social Media Channels.

Who we are looking for:

- Essential: Previous experience of working in a customer service or sales role
- Essential: Great interpersonal abilities supported by professional oral and written communication skills – we want our customers to feel loved!
- Essential: Confidence in building customer relationships over the phone and by email – maintaining a positive, patient & friendly rapport
- Great attention to detail and accuracy in all work is important – we make exceptional products, and we wish to provide our customers with the best service we can
- You must be organised, love problem-solving and be proactive – taking the initiative to find solutions to help our customers and fellow team members
- Ability to work to tight timescales, deadlines and juggle conflicting priorities. We work fast around here!
- Computer literacy:
 - Essential: Intermediate MS Office (Word and Excel)
 - Essential: Online Customer Relationship Management software (e.g., Pipedrive)
 - Essential: Intermediate email account and management software (Outlook, Gmail etc.)
 - Desirable: Online accounting packages (e.g., Xero) for raising invoices
 - Desirable: Adobe Acrobat
- You must be flexible and adaptable, willing to perform other duties as and when required – we’re small and not defined by our job titles, so let us know of any other attributes in marketing, sales, customer service or design in general.

Please apply with a covering letter and an up-to-date CV if this position is of interest to: hr@smile-plastics.com and emily@smile-plastics.com or via [Indeed.com](https://www.indeed.com)