

# SOANE

BRITAIN

Job Title: Client Services Assistant

Location: London

Department: Client Development

Position Reports to: Head of Client Services

## Company Overview:

With an uncompromising commitment to British manufacturing, Soane Britain's mission is to design and make enduring and life-enhancing furniture, lighting, fabrics and wallpapers through collaborations with a network of the finest craftspeople in Britain. Soane combines responsibly sourced, high-quality materials and superb workmanship to ensure our designs endure for generations.

Our talented team is based in offices and workshops in Leicester and the West Country and showrooms in London and New York. For more information, please visit [www.soane.com](http://www.soane.com) or join our social media platforms Pinterest and Instagram.

## Purpose of the Position:

The Client Services Assistant works with our global client base during their initial contact with the company. Attention to detail, organization and administration skills are critical so that you deliver memorable Soane customer service to our clients and that their requests are handled quickly and efficiently.

You are responsive, approachable and skilled at developing relationships with clients, whilst identifying sales opportunities. You will focus your efforts on acting as a partner with the Client Development team, handling initial enquiries and appropriately vetting new trade relationship applications.

To excel in this role, you should draw on your customer service skills, excellent communication and sales abilities.

## Duties and Responsibilities:

- Be the first point of contact for clients' enquiries via our general email inbox and with incoming phone calls.
- Manage all initial enquiries and introduce the appropriate client development team member, when appropriate.
- Champion our Trade Log In platform and facilitate sign up for all trade clients.
- Responsible for all F&W and F&L sampling order entry and client follow ups.
- Update the CRM with relevant sales activity, ensuring data is updated and formatted properly.
- Maintain Soane's standards of presentation and brand guidelines when sending out welcome packs, samples, marketing collateral and in all general correspondence.
- Assist with other duties and projects, as required.

## Qualifications for the Position:

- Undergraduate qualification in any discipline
- Periods of unpaid or paid work experience, ideally in a sales environment, supported by at least one reference would be advantageous
- Competent in Microsoft applications
- Highly organised and detail-oriented with the ability to prioritize tasks and manage multiple ongoing projects
- Punctual, meticulous, and driven
- Team player that thrives in a busy office environment and one who takes a proactive approach to the role

For details of Soane's benefits, including long-term service benefits, please refer to the current Benefits Sheet.

Date: 4 October 2024

Written By: Matthew Pober

Soane Britain is an equal opportunity business taking into account the diversity within our team, customers and suppliers. We believe that everyone should be treated equally, regardless of their religion, beliefs, age, gender, race, disability or sexual orientation. Soane promotes a positive safety culture which is characterised by communication, mutual collaboration and active participation to create a safe and healthy working environment.

LONDON NEW YORK SAN FRANCISCO ATLANTA

[www.SOANE.COM](http://www.SOANE.COM)