



VICTORIA CARPETS® Distinctive™ Universal

## Sales Office Administrators - Kidderminster

Victoria Carpets is a well established Kidderminster firm who due to expansion are looking for pro-active and positive individuals, to represent the business by carrying out sales office activities, such as:

- Responding effectively to customer enquiries via phone, email and face to face for both Victoria Carpets and Group companies.
- Use of Navision to process orders and respond effectively to customers.
- Handle Customer Service issues and resolve for non-fitted and fitted complaints.
- Admin/Sales support for internal and external customers

### The ideal candidate must be able to demonstrate:

- |                               |                              |
|-------------------------------|------------------------------|
| • Customer Service Skills     | • Accuracy                   |
| • Telephone Answering         | • Problem Solving            |
| • Office Systems - Data entry | • Organisation               |
| • Product Knowledge           | • Teamwork                   |
| • Administration              | • Flexibility, Multi-tasking |

No qualifications required, however the use of Microsoft packages (Outlook, Excel, Word etc) are essential. Phone and Customer Service experience as well as knowledge of the flooring industry and products is preferred, however training will be given to the right candidate.

Applicants should send a CV and a covering letter to  
Becky Ireson at [becky.ireson@myvictoria.co.uk](mailto:becky.ireson@myvictoria.co.uk)