

Company Overview

Maker&Son is a family-run, high end furniture business with a unique dream - to create beautiful and long lasting furniture from natural materials that makes a positive difference to peoples' lives. We have a dedicated team of wonderful people. Our business model avoids traditional high street showrooms and sells direct to our customers via our website, mobile showrooms and network of show homes. Maker&Son launched in the UK in February 2018, Australia and New Zealand was up and running by June 2018 with an office in Sydney.

Now demand in the USA means that we are really excited to be opening in New York. We therefore have an exciting opportunity for a team assistant to support our new team in their day to day roles. We are a small team and this will be a hands on, varied role with the successful candidate taking responsibility for all sales administration whilst also being able to deal with customers as required.

Candidate Overview

The team assistant will need to have some experience of working in a busy office (ideally in a fast moving, start-up business) and being able to prioritise a number of equally urgent administrative jobs. Whilst you do not need to know much about furniture, you will need to convince us that you are in it for the long term and have the motivation to help us maximise the potential of this dynamic business by being the lynchpin of the sales team.

KEY ROLES AND RESPONSIBILITIES

- Ensure the smooth running of the sales office
- Checking that addresses in the leads database are correct and complete
- Producing customer letters with correct addresses and names (changing details of the letters as necessary)
- Process data appropriately and produce address labels and sending manifest
- Answering the phone to customers and dealing with some customers queries in the absence of the sales team
- Collating sales information, keeping the database up to date, updating the notes
- Working with the sales team on any additional leads or extra samples;
- Ordering more mail bags, paper, envelopes, labels, etc., as needed
- Printing out labels and labelling samples
- Other administrative tasks as required (e.g. scanning documents, keeping receipts organised)
- Assisting with scheduling of home visits
- Arranging travel and accommodation for the sales team
- Assisting sales team in communication with customers
- Raising quotes and invoices for customers
- Taking payments from customers
- Assisting with preparation of mobile showroom and 55 White Street showroom

REQUIRED SKILLS AND EXPERIENCE

- Articulate and literate; able to directly correspond with customers without supervision
- Able to work with different technology platforms and online packages including Google Sheets, Documents, CRM and basic accounting and Sales
- Digitally literate and aware – confident in using Facebook, Instagram, Twitter etc.
- Confident and competent on the phone. Able to interact with customers independently and appropriately

- Well organised, and able to juggle a high volume of tasks
- Able to prioritise workload appropriately
- Calm and unflappable under pressure
- Enthusiastic and willing to throw yourself into a project
- A natural communicator – verbally and in writing
- Able to use initiative to solve problems
- A fast learner who can absorb and use information quickly
- Ambitious to grow the role over time and develop with the company

To Apply

Please send your CV, along with a covering letter explaining why you think you are suited for the role to Louise O'Connor by Friday 18th October. Her email is louise@makerandson.com

Job Type: Full-time

Salary: \$40,000

Experience:

- Administration: 2 years (Preferred)