

## Commercial Sales Specialist

In 1973, Karndean started life as a small family business. Now we are one of the world's most renowned and respected luxury flooring brands. We recognise our people as being the key drivers of our success and it's their passion and innovation that has allowed us to continue growing as a business.

We have an exciting opportunity for a Commercial Sales Specialist to join our team. This position is well-suited to an enthusiastic team player who is looking to provide excellent customer service to our Commercial Customers.

This position is based in the Customer Services - Sales Office department and answers to the Commercial Team Manager. As a Commercial Sales Specialist as part of your role you will be the go to Specialist for Commercial projects our product range and specific customers. Responding to and taking ownership of the commercial enquiries, ensuring they are actioned and resolved in a timely manner.

### Responsibilities:

- Proactively following enquiries and complaints through to a satisfactory resolution, supporting Commercial Co-ordinators with escalations and more in-depth enquiries or where more in-depth alternative products information may be required.
- Build and establish strong connections with your direct points of contact with the Regional Commercial Specification Managers.
- Provide regular reviews and updates provided to maintain an understanding of the current practices/trends and specific customers/projects you are supporting.
- Identify any areas where we can improve our processes to ensure we provide excellent service to our customers.
- Oversee the accurate processing of commercial orders, schedules and reserves, stock enquiries, returns and queries, for the customer accounts and projects you support, via the phone and email.
- Provide suitable follow up Commercial customers with the support of the Commercial Specification Managers.
- Contact potential customers from various lead sources introducing Karndean products.
- Attend Commercial events/meetings as required

### Requirements:

- Experience working in a customer service environment
- Passionate about delivering customer service excellence
- Able to work well under pressure in a very fast paced environment
- Experience of working in a target driven environment
- Able to work on own initiative and plan own workload
- Strong interpersonal and communication skills
- Working knowledge of business software (e.g. Microsoft Dynamics CRM) would be beneficial but not essential

### Our Company:

Karndean Designflooring UK is based in Evesham, Worcestershire across three sites with excellent facilities. We offer a huge range of benefits but here are some of the headlines:

- Competitive salary
- Flexible and hybrid working
- Employee discount
- Health cash plan

- 24 days holiday (increasing with service) + all BHs + a day off for your birthday
- Enhanced pension scheme
- Enhanced maternity and paternity benefits
- Enhanced sick pay
- Learning and development opportunities
- Paid Volunteering day
- Regular employee awards with up to £1,000 monetary prizes

As part of our company you will enjoy working with a team of incredibly passionate, fun people and have the opportunity to contribute innovative ideas direct to the executive leadership team as well as progressing your career.

At Karndean we are committed to recruiting and retaining a diverse workforce with an equitable, inclusive environment.

**How to Apply:**

- Please send your CV and covering letter to [recruitment@karndean.co.uk](mailto:recruitment@karndean.co.uk)