



Customer Service & Sales Coordinator

Hours: 24–30 hours per week (3–4 days) **Location:** Llanrwst (HQ)

About Blas ar Fwyd

Blas ar Fwyd is a busy, friendly and fast-moving Welsh food and drink wholesaler, supplying trade and public customers across Wales and beyond.

As we continue to grow, we're looking for an organised, confident and dynamic person to join our office-based Customer Service team at our Llanrwst HQ.

The role

We are looking for a **Customer Service & Sales Coordinator** to join our Customer Service Office team. This is a people-focused role at the heart of the business — answering calls, processing orders accurately, responding to emails, and helping customers feel well looked-after.

The successful candidate will enjoy working with customers, remain calm and organised when things are busy, and take pride in keeping day-to-day operations running smoothly.

This is a desk-based role and you'll be one of the main points of contact for customers, ensuring orders and enquiries are handled accurately and efficiently.

Key responsibilities

- Answering incoming phone calls and emails from trade and public customers
- Processing customer orders accurately via phone, email and online systems
- Responding to customer queries around products, availability, pricing and deliveries
- Talking through customer needs and suggesting suitable product ranges or alternatives
- Promoting monthly and seasonal offers in a natural, helpful way
- Keeping customers informed of any stock issues or changes
- Liaising with the warehouse, couriers and internal teams to resolve queries and keep orders moving



Hours and working pattern

- **24–30 hours per week**, worked across **3 or 4 days**
- Working days must include either:
 - **Mondays and Wednesdays**, or
 - **Wednesdays and Fridays**
- Variable shifts based on **8.5-hour days**:
 - 9:00am–5:30pm, or
 - 10:00am–finish
- Finish times are typically between **5:30pm and 7:00pm**, depending on seasonal demand.
- Each member of the team is expected to do one late finish per week.

About you

- A positive, team-focused attitude
- Strong customer service skills with a friendly, confident telephone manner
- Good organisational skills and attention to detail
- Comfortable using IT systems, including order processing / ERP systems
- Reliable, with a strong sense of follow-through

What we offer

- A varied role with real responsibility and visibility across the business
- A supportive, down-to-earth team environment
- Training across different areas of the business
- The opportunity to grow with a Welsh food business that values doing things properly
- Hourly rate starting at **£13.24**, rising to **£13.74** after five months on successful completion of probation



This job description serves to illustrate the scope and responsibilities of the role and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.