



JOB TITLE: Customer Service & Sales Coordinator

LOCATION: Llanrwst

ROLE DESCRIPTION:

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

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 at our HQ in Llanrwst and you'll be one of the main points of contact for customers, ensuring orders and enquiries are handled accurately and efficiently. As part of a busy team, you will also be expected to pitch in where needed, support colleagues, and take a flexible approach during peak trading periods.

This role is for circa 37 hours per week, to be worked across 5 days, with a short day on Friday.

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

- Working days are **Monday to Friday (5 days)**
- Start times are **9-9:30am** depending on the rota
- 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
- Willing to pitch in and support colleagues, especially during busy periods
- Reliable, with a strong sense of follow-through
- Able to stay calm, helpful and professional when working under pressure

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

SALARY

- Hourly rate starting at **£13.24**, rising to **£13.74** after five months on successful completion of probation

BENEFITS: Free lunch, generous staff discount

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