



Sales & Admin Assistant

Based at our Llanrwst Office
9:30 to 2:30
4 or 5 days at £12.50 p/h

Blas ar Fwyd is a busy and dynamic place to work.

As a leading distributor of quality and artisan Welsh foods and drinks, we have an opportunity available in our customer service team in our office in Llanrwst.

The successful candidate will be positive, organised and customer service driven.

The Role

This role is desk-based, working in the Customer Service Office where you will primarily be talking to customers as part of the Customer Service Team:

- Process orders from trade and public via email, phone and website
- Answer phone, website and email customer enquiries - Promote monthly & seasonal offers
- Discussing customer needs and advising of suitable product ranges and alternatives and liaise with the warehouse, couriers and suppliers

Depending on the number of days worked, this role will also include admin in the form of placing orders with specific suppliers for stock:

- Looking at sales of products and re-ordering from suppliers
- Liaise with suppliers and follow up where needed, ensuring stock arrives and is available to customers when required.
- Communicate with suppliers to resolve any stock discrepancies, shortages, etc
- Keep the rest of the sales team and key customers updated with any stock issues

April 2024 Rate of Pay

The rate starts at £12.50 moving to £13.00 per hour on successful completion of the 6 month probationary period.

Key Skills

- A great team attitude
- Able to prioritise the different work requiring attention with a positive, can-do attitude
- Good IT skills, including being comfortable with software packages including our ERP system (order processing system)
- Excellent telephone manner and ability to build rapport with customers
- Organisational skills, being able to pro-actively follow up outstanding actions

Ideal Further Skills

- Able to speak, read and write in Welsh
- Knowledge of Fine Food, Wine, Spirits and/or Beer
- Experience in a food/drink Retail or Hospitality setting

Days and Hours

This is a four or five day a week role. Mondays and Wednesday must be included as a working day but otherwise we are happy to discuss what days suit each applicant.

The office days are Monday to Friday and a half day on Saturday.

Office hours are 9:00am to 5:30pm during quieter times but extended to 18:30 during peak times during summer holidays and December.

Please let us know if you're happy to work an additional day per week during busy times

Each member of the team is responsible for closing the office one day of the week meaning 6pm finish on one day per week during quieter times and approx.. 7:30pm during busy times.

Application and Timeframe

- Applications should be done via Indeed or by submitting a hardcopy CV
- Covering letters are welcome
- Applications will close mid January
- We may call to discuss your application and the role
- Interviewing in person at LL26 OBT mid January to early February
- Test provided via Indeed may be part of the process
- Position available from mid February
- Regrettably, due to the number of applicants we're not able to respond to each.