



Sales/Admin Assistant

Based at our Llanrwst Office

9:30 to 2:30

3, 4, or 5 days at £12 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.

Rate of Pay

The rate starts at £11.50 moving to £12.00 per hour on successful completion of the 6month probationary period.

Days and Hours

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

Each day will be 9:30 until 2:30. Optional extra hours will be available during school holidays.

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

Key Skills

The successful individual should have a great team attitude, and be able to prioritise the different work requiring attention. They will have:

- Positive, can-do attitude
- Good IT skills, including being comfortable with software packages including Excel
- Excellent telephone manner and ability to build rapport with customers
- Organisational skills, being able to pro-actively follow up outstanding actions
- While not essential, the ability to speak, read and write in Welsh would be beneficial
- Fine Food, Wine, Spirits or Beer knowledge advantageous

To discuss the opportunity please call 01492 640 215

To apply please bring your CV to us or email it to criw@blasarfwyd.com

Covering letters are welcome