

# THE FIBRE CO.

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EST. 2003

## Customer Service and Order Processing Assistant

### THE ROLE

We are seeking an energetic Operations Assistant to play a key role in our e-commerce and wholesale trade processes to provide high quality customer service ensuring that customers receive their orders in a timely manner and get the best possible service. This is a hands-on role working in the office and warehouse. The position is full-time for an initial fixed-term of 12 months at our HQ in Threlkeld, Keswick, Cumbria, UK with the potential for a permanent role. Salary in the range of £19K to £21K per year commensurate with experience and skills.

The duties of the role include the following key areas:

- Process sales orders and invoices using a cloud-based sales order and inventory management system.
- Develop friendly relationships with customers via email and phone. Follow up with prospective customers answering questions and sending out sample materials.
- Pick and pack e-commerce retail and wholesale orders for worldwide delivery. Label orders ready for dispatch via various carrier network partners. Ensure outbound paperwork is organised and meets the requirements of export.
- Coordinate with the US warehouse to have orders fulfilled in N. America.
- Perform periodic stock counts.
- Ensure minimum packaging materials are kept on hand reordering materials as required.
- Manage inventory of samples, packing and shipping out to key customers.
- Maintain sufficient levels of shade cards and other marketing collateral. Prepare purchase orders for materials.
- Prepare and ship out sales rep kit materials.
- Create and maintain delivery reports to monitor the flow of orders.

### ABOUT YOU

- Highly detail oriented and numerate with an ability to research and solve problems.
- Computer competency with recent experience in a fast-paced office that uses MS Office as well as cloud-based order processing, project management software, and file storage. Must have experience using and maintaining Excel spreadsheets and be highly efficient with a keyboard—able to touch type with speed and accuracy.
- Experience handling a heavy workload and efficiently getting through a busy inbox.

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- Ability to work independently and prioritise own workload.
- Excellent organisational skills.
- Ability to lift a box weighing up to 10 kgs.
- Excellent communication skills, both written and oral.
- Willingness to get stuck-in and do what it takes to get the job done.
- Previous experience in an operational role processing sales orders is a strong advantage

To apply, please send your cover letter and CV to [Jobs@TheFibreCo.com](mailto:Jobs@TheFibreCo.com).