



Fine Art Textiles  
Painting Supports, Furnishing Fabrics

## Russell & Chapple Job Description July 2021

### **Position:**

Sales and Office Assistant – Full time

A mix of retail, phone sales and office/admin related work with an immediate start.

### **Location:**

Store Street Office and Shop, Bloomsbury, London WC1

### **Company Profile**

Russell & Chapple (Brodie & Middleton Ltd t/a) is an artists' canvas specialist. The product range is wide and our main customers are artists, theatres, colleges, digital printers, and designers. The company offers a wide variety of products aimed at the creative professional.

The Store Street site currently operates as both a retail and administrative centre and the premises are shared with our sister company Store Street Framing. Dispatch is mostly through our warehouses situated in North London. A team of 25 people work in the business. The company also trades under the name of Brodie and Middleton, supplying theatre paints, flame retardants and a range of related scenic materials.

### **Job Specification and Key Accountabilities**

This is a position of responsibility in the business, working closely with the site Manager and Customer Service Supervisor to ensure the smooth and efficient running of the office and sales operation. On a day to day basis the job will mainly involve the mail order function of the business. This includes taking and processing orders, dealing with customer enquiries and taking payment as well as managing online orders through our websites.

The chosen candidate will be expected to become competent in using the computer system to access customer information and process sales orders.

- Customer Services, including:
  - Taking orders by phone, e-mail & e-commerce sites
  - Processing orders, including taking payment & arranging dispatch
  - Controlling the flow and scheduling of orders
  - Managing couriers and freight forwarding logistics
  - Communicating effectively with the warehouse, retail, production and delivery companies to ensure the timely dispatch and delivery of orders
  - Communicating effectively with customers at all stages of the order process, including managing the status of on-line sales
- Ensuring that all sales leads, enquiries, and quotations are resolved in a timely and efficient manner
- General administrative duties, including office management and record keeping



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## Person Specification

This position requires the following qualities and experience:

### Essential

- Commercial experience, ideally in a retail or mail order context
- Professional telephone manner
- The ability to work in a pressurised environment, meeting daily deadlines for order processing and dispatch
- Ability to work unsupervised, make decisions and use own initiative
- The ability, and proven experience of establishing and developing productive relationships with customers
- High levels of motivation and the ability to motivate others
- Problem solving abilities
- Ability to display high levels of accuracy
- Positive, 'can do' attitude
- Numerate
- IT skills, including a working knowledge of Excel

### Desirable:

- Good knowledge of artists' materials, ideally with a specialist knowledge of painting supports
- Familiarity with sales software
- Knowledge of digital printing
- Knowledge of textiles

**Salary** £21,000 pa

Holiday entitlement is 20 days, plus public holidays.

**Closing date for applications:** 14<sup>th</sup> August 2021

Please email a CV and cover letter to [jobs@randc.net](mailto:jobs@randc.net)