

Sales and Service Manager Vacancy

We're hiring a Sales and Service Manager to lead our Project Co-ordinator team; the driving force behind every successful customer order and delivery. If you thrive in a fast-moving environment, know how to lead with clarity, and love turning service challenges into wins, this is the ideal role for you.

As Sales and Service Manager, you'll play a pivotal role in the heart of our business; driving seamless order processing, empowering teams, and delivering an outstanding customer experience. Your role will be to reduce remedial orders, enhance operational efficiency, and support our Account Managers and Designers in achieving their sales goals.

Your key responsibilities will include:

- Leading and motivating a dedicated team of Project Co-ordinators to ensure smooth, accurate order processing and timely delivery.
- Collaborating closely with Account Managers and Designers to support customer needs and resolve issues efficiently.
- Streamlining processes to reduce costly remedial orders, identifying root causes, and implementing long-term solutions.
- Monitoring team performance and customer feedback to drive continuous improvement.
- Partnering with manufacturing and logistics teams to keep everything running like clockwork.
- Coaching and developing team members to ensure high standards and growth across the board.

Essential Requirements:

- Proven management experience in a manufacturing, retail, or similar environment (furniture experience an advantage).
- Strong leadership, organisational, and communication skills.
- Hands-on knowledge of order processing, logistics, and customer service best practices.
- Experience using ERP systems and Microsoft Office (Excel, Outlook, Word).
- A customer-first mindset with a sharp eye for detail and improvement.
- Calm under pressure, with a proactive and adaptable approach.
- A team builder who thrives on developing people and processes.
- Focused on solutions and driven to exceed customer expectations.