



## VACANCY

### **Full Time Weekdays: Mail Order Sales Assistant**

Howarth is looking to appoint a full time mail order sales assistant to join our busy sales team in our London showroom. The successful candidate will:

- Be highly efficient and have excellent organisational skills.
- Work well under pressure
- Have good interpersonal and communication skills
- Have an excellent telephone manner and be comfortable taking enquiries by telephone
- Work well in a team.
- Be computer literate and be able to use standard Microsoft applications.
- Have a proficient level in Maths and English.
- Be self-motivated, reliable and have a professional work ethic.

Also desirable:

- Previous experience with using courier booking systems; Royal Mail (OBA and click and drop), DHL, UPS and Fedex
- A knowledge of woodwind instruments

#### Job Description

Working alongside the shop floor sales team, you will be responsible for preparing, packaging, and shipping orders to our customers throughout the world. Orders range from reeds to instruments and they need to be packaged securely to ensure they reach our customers in perfect condition. As part of the process, you will create all paperwork needed to accompany each order and submit it to couriers and customs when required. You are comfortable working to a deadline every day and ensuring that shipments are prepared in time for daily collection by our courier partners. You will be responsible for collating all shipments and describing them accurately on courier booking systems. You will work with the shop floor sales staff to monitor stock levels and arrange for new stock to be ordered when required. In addition you will ensure that we always have sufficient packaging materials available. You will be dealing with customers by email and telephone, so written and spoken communications must be excellent.

Please send your CV with a covering letter to Ben Couldwell by email: [ben@howarthlondon.com](mailto:ben@howarthlondon.com) The closing date is Friday 1<sup>st</sup> October. Interviews will be held on the 12<sup>th</sup> and 13<sup>th</sup> October

Salary subject to experience.