

Cosy Carpets & Flooring | North Walsham

Do you love speaking to customers and turning enquiries into sales?

We're looking for a confident, organised and customer-focused Customer Service (& Sales) Administrator to become the driving force behind our sales office, 2 days per week to include Saturdays. This isn't a typical administration role. A significant part of your day will involve proactively contacting prospective customers, following up quotations, estimator visits and enquiries, and helping convert leads into sales.

If you're someone who enjoys building rapport over the phone, has a positive, target-focused attitude and takes pride in delivering outstanding customer service, we'd love to hear from you.

What you'll be doing

As the first point of contact for our customers, you'll provide an exceptional experience from initial enquiry through to aftercare. Your responsibilities will include:

- Making proactive outbound calls to prospective customers to follow up enquiries, quotations and home measure appointments.
- Building relationships with customers and identifying opportunities to convert enquiries into confirmed sales.
- Handling inbound calls, emails and showroom enquiries professionally.
- Processing customer orders accurately and keeping customers informed throughout their journey.
- Scheduling home measures, fitting appointments and deliveries.
- Processing sales and purchase ledger transactions and maintaining accurate records.
- Managing payments, banking and general office administration.
- Working closely with our estimators, fitters and operations teams to ensure a seamless customer experience.

We're looking for someone who:

- Loves talking to customers and is confident on the telephone.

- Has previous experience in a sales, customer service or contact centre environment.
- Enjoys making outbound calls and isn't afraid to ask for the sale.
- Is organised, accurate and able to manage multiple priorities.
- Has excellent communication and relationship-building skills.
- Is confident using Microsoft Office and business systems (experience with Sage is advantageous but not essential).
- Thrives in a busy, fast-paced environment.

Why join Cosy Carpets?

We're a growing, customer-focused business where every member of the team makes a genuine difference. You'll receive full training, ongoing support and the opportunity to develop your career within a successful local business.

If you're looking for a role where you can combine customer service, administration and sales, we'd love to hear from you.

Apply today and help our customers transform their homes, one conversation at a time.