



Sales Support Administrator

ABOUT US

MARK Product is a British design-led furniture brand, with a manufacturing base in Cornwall and a showroom in London. We are driven by our 'Do Net Good' mission for sustainability, aiming to have a positive effect on the planet and our local communities. This has been recognised by us recently becoming a certified B Corp.

We make contract furniture for the office, education and hospitality sectors – you'll find our furniture in such diverse organisations as Amazon, Google, leading Universities, various NHS hospitals, Astra Zeneca, Lloyds Bank and the Tate Gallery.

We have recently formed a strategic partnership with the renowned furniture manufacturer Bisley and with them will be growing into new markets and designing some great new products. As a result we are seeking to grow our team with this key role.

We are a friendly hardworking bunch of people, driven by a desire to do a great job and create beautiful and useful furniture we can stand by – in its quality, integrity and sustainability. If you share these values and would like to come with us on the journey, see the full details below along with details of how to apply.

JOB PURPOSE

To support the MARK and Bisley sales teams in the accurate and well-presented quotes, product specifications and presentations.

RESPONSIBILITIES

- Support the sales team by preparing quotes and product information for customers.
- Deal with customer services queries by email and phone
- Manage quotes in progress on the CRM (Pipedrive) – using this tool to set reminders and prompts for the sales team.
- Be in regular contact with the sales team, through scheduled meetings, and reaching out pro-actively as necessary.
- Dealing directly with customer enquiries and quotes as a full active member of our small sales team.
- Liaise and communicate regularly with the Operations team in order to respond to production and lead time queries in a timely and effective manner ensuring the sales team have the most up to date and accurate information.
- Establish an in-depth knowledge of our full product range in order to respond to customer enquiries
- Ensure a detailed understanding of our Do Net Good sustainability strategy, our goals and our commitments
- Communicate on a regular basis with the sales and customer service teams at our partner Bisley including attending their meetings online as appropriate.



- Work with the Showroom Manager to prepare and manage samples for loan
- Support sales colleagues to ensure all showroom appointments and visits are followed up and data captured on the CRM system (Pipedrive).

QUALIFICATIONS AND EXPERIENCE

- Excellent computer skills that include Microsoft Office Word, Powerpoint and Excel as well as Gmail and Google docs
- Excellent and accurate writing and numeracy
- Experience of, or a willingness to learn, Pipedrive CRM

SKILLS

- Strong organisational skills
- Self motivated and proactive with ability to initiate outreach to existing and potential customers
- Ability to self-manage daily workload and work under pressure to deadlines
- Demonstrate excellent organisational skills with extreme attention to detail to be able to proof work

Reporting to: Directors

SALARY

£25,000 subject to experience

LOCATION

This is an office based role, full-time and based at our Cornwall Head Office (Polhigey Mine, Carnmenellis, Redruth, TR16 6PH). Occasional travel to events at our showroom in London or external exhibitions is required.

APPLICATION PROCESS AND DEADLINE

Please email jobs@markproduct.com with a copy of your CV and a covering letter introducing yourself and your interest in this role. The application deadline for this post is Monday 18 March.

INTERVIEW DATES

We will be interviewing w/c 25 March.