

Trade Technical Advisor

In 1973, Karndean started life as a small family business. Now we are one of the world's most renowned and respected luxury flooring brands. We recognise our people as being the key drivers of our success and its their passion and innovation that have allowed us to continue growing as a business.

We have an exciting opportunity for a Trade Technical Advisor to join our busy, vibrant, Customer service focused team. This position is well-suited to an enthusiastic team player with a passion for delivering excellent customer service.

As a Trade Technical Advisor you will have excellent communication skills and be capable of building strong relationships with your colleagues both in and out of the office as well as our customers. Organisational skills and attention to detail will be key for you to excel in this role.

Responsibilities:

- Deal with all technical enquiries, to include gathering and sharing technical information. Regular communication/training with Technical Services Representatives to continually build on technical product knowledge.
- Develop and maintain an excellent knowledge of all Karndean and Palio products and accessories. Develop and build relationships with all relevant stakeholders in the business to ensure technical decisions are balancing the needs of the business and the customer.
- Via a rota system manage the Technical Services email inbox, Log all incoming complaints in CRM, contacting customers where further information may be required, acknowledging the complaint has been received and explaining the next steps of the process, Log site inspection reports and photographs in CRM.
- Manage the case load ensuring that new cases are distributed fairly in time priority.
- Write up site inspection reports ensuring the correct tone is applied and all details and grammar are accurate.
- Ensure the Technical Services Representative is informed of any additional information and work closely with them to ensure fair and timely resolution of cases.
- Arrange SRO (sales return orders) and replacement orders for faulty product where required and ensure that all SROs are linked to the case registered in CRM.
- Assist as needed with SROs (sales return orders) for faulty products when required and ensure that all SROs are linked to a case registered in CRM.
- QC inspection of complaint-related product returned and further QC inspection of stock where deemed necessary.
- Trained to process credits to our account holders via CRM, Achieve individual monthly assigned lead targets and KPIs.
- Where possible complaints are to be concluded within the department, throughout case management prepare files and photos ready for a claim from our supplier.
- Upload and manage information requests from our supplier to ensure cases are managed through to claim efficiently.
- Identify areas where we can improve our processes and procedures in order to provide our customers with the best customer experience in the industry.
- Attend internal and external training, as appropriate to gain technical and wider business knowledge to help in report writing and case resolution.
- Any other reasonable duties which may be required by management from time to time.

Requirements:

- Passionate about delivering high standards of customer service.
- Previous experience working in a customer service background.
- Ability to use Excel and Word to intermediate level.
- Excellent verbal and written communication skills.
- Resilient and confident with the ability to problem solve.
- A calm clear, confident telephone manner is essential.
- Able to work on own initiative as well as being a key team player.
- Highly organised with the ability to prioritise your own workload.
- Conscientious with a responsible attitude.
- An ability to defuse difficult situations.
- Analytical with attention to details is essential.
- Able to work well under pressure in a very fast paced environment.
- Positive attitude
- Experience of working in a target driven environment
- Problem solving and conflict resolution skills

Our Company:

Karndean International UK is based in Evesham, Worcestershire across three sites with excellent facilities. We offer a huge range of benefits but here are some of the headlines:

- Competitive salary
- 37.5hrs a week between 08.30 -17.30
- Hybrid work - 3 days in our head office Monday to Wednesday with Thursday and Friday at home if you wish
- Monthly bonus opportunities
- Employee discount
- Health care cover
- 23 days holiday + a day off for your birthday (increasing with service)
- Enhanced pension scheme
- Enhanced maternity, paternity and sick pay benefits
- Learning and development opportunities
- Paid Volunteering day
- Regular employee awards with up to £1,000 monetary prizes

As part of our company, you will enjoy working with a team of incredibly passionate, fun people, have the opportunity to contribute innovative ideas direct to the executive leadership team and progress your career.

At Karndean we are committed to recruiting and retaining a diverse workforce with an equitable, inclusive environment.

How to Apply:

- Please send your CV and covering letter to recruitment@karndean.co.uk