

Title: **Sales agent, Freddie's Flowers**  
Salary: £18,000 + Commission  
Hours: Full time including the occasional Saturday shift  
Location: Wandsworth Common, London

# Freddie's Flowers

## Job summary

This is a really exciting opportunity to join a small and fast growing company. [Freddie's Flowers](#) are looking for friendly, proactive and positive people to join our customer services team. This role is crucial for Freddie's as we aim to ensure the development and growth of the company through embracing customers feedback and striving to solve any issues in an attempt to keep the customer's business.

## A bit about Freddie's

Freddie's Flowers was started a couple of years ago by Freddie Garland (yes, his real name) from his back garden. We deliver stunning arrangements with a bit of a wild side to thousands of beautiful homes every week. We are fast paced, resourceful and we work together to get things done well and quickly.

## Key responsibilities and tasks

- Work to resolve issues for customers considering cancelling and try to find a solution that allows them to continue with our service
- Answer all queries and provide reassurance as required, in a friendly, personal manner whilst remaining professional
- Capture and report customer feedback to improve our service
- Respond to all customer communications in a timely manner
- Make sure all information is circulated within the relevant teams to provide the best possible service for our customers
- Maintain and update processes on excel according to daily tasks

## What's in it for you?

- Free flowers each week
- Toast in the mornings and organic bacon and avocado butties once a week
- A relaxed, friendly and cheerful atmosphere
- Subsidised circuit training every Tuesday and Thursday
- Working next to Wandsworth common, which has a very nice pond and great brewery
- A chance to learn on the job about growing a successful business
- Help brighten all our customers lives with friendly and positive assistance
- A day off during the week when working a Saturday

## Your skills, essential

- Excellent interpersonal skills
- Confidence building rapport with a customer over the phone
- Able to communicate effectively both verbally and in writing
- Able to analyse problems and find positive solutions
- Willingness to work as part of a team
- Attention to detail and accuracy
- Friendly yet professional writing manner
- Able to adapt and improvise when communicating with customers

## Your skills, desirable

- Previous experience with sales
- Previous customer support or customer facing experience
- Experience with spreadsheets, customer management systems and other office-based software

## Ideal attitude and behaviours

- Excited about being a proactive member of a small team where everyone mucks in, regardless of job title
- Enjoy working as part of a team
- Quick to learn and able to think on your feet
- Commercially minded and able to work in a fast-paced environment
- An interest in flowers and helping people
- Ability to handle a busy workload, prioritise and be flexible

Interested? Send your CV, portfolio and covering letter to [jobs@freddiesflowers.com](mailto:jobs@freddiesflowers.com) - FAO Kat.