



## JOB DESCRIPTION

<b>ROLE TITLE:</b>	Teamwear Relationship Administrator
<b>RESPONSIBLE TO:</b>	Teamwear Manager
<b>DIRECT REPORT TO:</b>	Teamwear Manager
<b>CONTRACT TYPE:</b>	Full-time
<b>HOURS:</b>	40 hours per week, to be worked over 5 days.
<b>PLACE(s) OF WORK:</b>	Hybrid working: some attendance at Swimzi HQ/Warehouse and some from home. (During probation place of work will be office based)

### OVERALL ROLE & RESPONSIBILITIES:

Responsible and accountable for the day-to-day communication with Swimzi's client and customer base to ensure a satisfactory service is delivered.

- Maintain & build relationships with our Teamwear clients, prospecting, processing and monitoring their needs, building their on-line "shops" and processing orders,
- Work closely with the design department and suppliers to progress new clients/orders/products
- Work closely with the Warehouse on order despatch/queries/returns/refunds contacting customer as appropriate.
- Promote the Swimzi brand adhering to company standards and policies

### SKILLS/QUALIFICATIONS/EXPERIENCE REQUIRED:

#### Essential

- Articulate, excellent communicator
- Creative
- Good attention to detail
- Organised
- Sound decision making
- Numerate
- IT literate with experience in Microsoft Office tools, in particular MS Outlook, MS Excel, MS Word or corresponding Google tools.
- Team player
- Flexible and willingness to learn new skills

#### Desirable

- Knowledge and experience in
  - Sales
  - Marketing
  - Relationship management
- IT Systems:
  - WooCommerce website
  - Veeqo Inventory Management
  - CRM System

### MAIN ACTIVITIES

- Using MS Outlook/GMail respond daily to Teamwear client & customer enquiry emails and calls
- Using Veeqo generate manual orders for clients
- Using WooCommerce build and maintain online shops for new clients and existing clients
- Using CRM, WooCommerce and Veeqo maintain up-to date records of clients & customer orders and correspondence
- Generate leads, build and maintain relationships with new and existing clients
- Attend Operation Meetings as requested
- Gain and maintain appreciation of each area of the business, understanding how each interacts with the other and may be impacted by changes
- Share client & customer feedback with other areas of the business as necessary
- Proactively identify and propose process improvements that will benefit both the business and the customer experience.
- Carry out other activities as requested by management from time to time