

McMullin &co.

Full Time Customer Service Administrator & Showroom Consultant

McMullin & co. is a growing furniture, homewares and design studio founded on the simple principle of balancing modern simplicity and uncompromising detail.

Since founding McMullin & co. in 2017 with a limited selection of curated pieces, our Founder and Creative Director Alice McMullin attests to moving away from the mass produced to focus on each piece individually. Each piece is personally curated or designed in a pursuit of detail, simplicity, and lasting quality.

We are hiring a full time Customer Service Administrator & Showroom Consultant in our Marrickville Studio.

As part of a small team, you will be people-orientated and adaptable, with a can-do attitude and the ability to take initiative. We are looking for someone who is happy to assist across many aspects of our retail business when required. Ideally, we would love someone with previous retail and customer service experience.

Key duties & responsibilities

- Respond to customer enquiries in a timely and professional manner
- Developing and maintaining accurate product knowledge
- Taking incoming customer enquiries via email & phone
- Managing all Sydney Showroom retail customers, showroom bookings & appointments
- Update customers with information regarding the progress of their orders
- Liaise between customers and the operations team to schedule delivery dates
- Liaise with couriers to schedule and track deliveries
- Assisting our Trade & Wholesale customers when required
- Assist with customers queries about returns
- Additional administrative support as required

You are:

- Passionate about interiors or the design industry
- Customer focused with exceptional interpersonal and communication skills - listening, verbal and written - and a warm telephone manner
- Able to identify and solve problems independently and work autonomously.
- Energetic, enthusiastic, and positive
- Able to work in an office environment Monday to Friday, 8.30am to 4.30pm
- Detail orientated and diligent when it comes to accuracy and communication.
- Able to work as part of a team, as well as independently

Preferred Experience:

- 1-3 years customer service or admin experience minimum, experience in the interiors industry will be advantageous.
- A strong capability in the use of CMS systems (Shopify, Neto)
- Knowledge of Microsoft Suite, particularly Excel experience with POS Software's preferred but not essential

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Come work with us and *join the team.*