SALES & BUSINESS COORDINATOR

Full-time, with two or three days a week at our office/warehouse in Hambleden, RG9.

Ideally, we would like someone available across five weekdays, but we are open to shorter or varied working hours (for example, within the school day) for the right person.

ABOUT ODD

ODD is a family-run business specialising in distinctive outdoor furniture and fabrics, including our bespoke upholstered garden swinging sofas. Personal service is central to what we do; we work closely with customers to help them choose a combination of fabrics and finishes that makes each piece of furniture their own.

We are looking for an experienced, highly organised and personable Sales & Business Coordinator to work closely with the owners. You will take ownership of sales and customer communication, whilst helping to keep everyday business and projects moving.

This is a hands-on role with real responsibility. It will suit someone who is proactive, enjoys talking to customers, takes satisfaction in getting things done and can confidently organise their own work (and ours!).

SALES AND CUSTOMER SERVICE

Responsibilities include:

- Responding promptly and thoughtfully to enquiries by email and telephone.
- Understanding customers' needs and guiding them through product options and design decisions.
- Drawing on the owners' advice where needed, while retaining responsibility for progressing and completing each sale.
- Following up with customers systematically and tactfully, helping them reach a decision and achieve a design they're delighted with.
- Preparing accurate quotes, confirming order specifications and creating invoices.
- Keeping customers informed during production, coordinating delivery with the operations team and providing essential aftercare information.

BUSINESS AND PROJECT COORDINATION

Alongside sales, you will help turn broader plans across the business into practical progress. Responsibilities include:

- Maintaining a clear overview of active projects, actions and deadlines.
- Organising regular project meetings, identifying decisions needed and following up on agreed actions.
- Picking up relevant correspondence and responding on the owners' behalf within agreed boundaries.
- Keeping conversations with trade contacts and other collaborators moving.
- Coordinating practical work supporting product development, marketing plans, launches, sample sales and other business projects.
- Providing in-person support at events or trade shows where required.

In spring and summer, the workload will be focussed on sales, while the autumn and winter months are quieter months that offer more time for project coordination and planning for the year ahead.

WHAT WE OFFER

- A small, creative business where your contribution is visible. You'll work directly with both owners, making a tangible difference to what we achieve, with the opportunity to be a key part of our growth.
- Trust and responsibility. We want someone who enjoys taking ownership, and we'll give you the context, support and room to make the role your own.
- A product you can take pride in. You'll have time to build relationships and help customers create something they love.
- Variety throughout the year. Alongside sales, you'll work across all areas of the business and get involved in the practical work behind new products, collaborations and plans for the business.
- Flexible working hours. We're open to shorter days or varied hours, alongside a mix of office/warehouse and home working.

ABOUT YOU

You will have:

- Experience managing customer relationships and competing priorities independently.
- A warm, confident telephone manner and clear, thoughtful written communication.
- Excellent organisation, close attention to detail and the perseverance to see sales through.
- Initiative and sound judgement: you notice what needs doing and take responsibility for moving it forward.
- The confidence and organisational skills to bring structure to a creative business and keep important projects moving.

Experience in interiors, furniture, fabrics or the design trade would be very helpful, but aptitude, organisation and customer skills matter most.

IN A NUTSHELL

You will ensure customers are well looked after, enquiries are diligently followed up, orders are accurate and projects keep progressing. The owners can rely on you to manage the end-to-end customer journey, keep them informed of key details and bring forward the decisions that need their attention.

TO APPLY

Please email Emerald and George Brown with your CV and a cover letter.

emerald@oddlimited.com | george@oddlimited.com