

Sales Coordinator

Reports to: Senior Sales and Projects Lead

Location: Milverton, Somerset

Hours: 36.5 hours per week

About Organic Herb Trading

For over 40 years, Organic Herb Trading has been at the heart of organic and sustainable sourcing – working with herbs, spices and botanicals from all over the world. We're a small but passionate team based in the Somerset countryside, supplying some of the UK's best-known ethical and wellness brands.

What makes us different? We care deeply about what we do – from the quality of our ingredients to the relationships we build with our growers and customers. We mix decades of expertise with a curious, forward-thinking mindset, always looking for better, fairer and more sustainable ways to do business.

Role Purpose

This is a key role in making sure things run smoothly for our customers and internal teams. You'll be at the heart of our sales and customer service operations. Full training will be provided, so it's ideal for someone with strong admin or customer service experience looking to grow within a purpose-led business.

Key Responsibilities:

Customer Orders

Receive and enter customer orders via email, phone, EDI or website.

Check orders, send acknowledgements, and process them through to invoice and dispatch

Customer Service

Handle order queries, delivery issues and stock requests via phone/email

Support account managers with customer follow-up and admin

Internal Coordination

Liaise with production, planning and despatch to make sure customer needs are met

Admin & Reporting

Maintain records, run order reports and support general sales admin tasks

This job description is not an exhaustive list of duties; but is intended as a general indication of the range of work undertaken and will vary in accordance with the changing demands of the business.

Qualities & Attitude

- Honest and reliable.
- Works successfully with others and contributes to a joint result.
- 'Can do' attitude, responds well to change and prepared to learn new skills on a regular basis.
- Good time keeping and ability to meet deadlines.
- Professional and represents the values of the business.

Preferred Knowledge and Experience

- Customer service experience
- IT skills, particularly with Microsoft 365 (Excel, Word, Outlook)
- Minimum of Grade 4 in Maths and English GCSE (Grade C Equivalent)

What We Offer

- **Full training and career development opportunities.**
- Salary - £23,914.80 per annum for a 36.5-hour week (The role is permanent, working Monday – Friday, 36.5 hours per week; (9am-5pm Monday to Thursday, 9am-4pm Friday), in office full-time at our HQ in Milverton) - (3 months probation period)
- 25 days holiday + Bank Holidays
- Medicash health scheme
- Staff buying co-operative & cycle-to-work scheme
- Contributory pension (4% employer contribution)
- Career development & learning support
- A mission-led, independent workplace committed to doing business the right way

How to Apply

Please send your CV and a maximum 1-page cover letter outlining why you believe you are a great fit for this role to HR@organicherbtrading.com. Shortlisted candidates will be invited to attend an interview.

Application deadline: Wednesday 17th August 2025 – early applications are encouraged as they will be reviewed on receipt. We look forward to hearing from you.

Equal Opportunities

We are an equal opportunities employer and welcome applications from all suitably qualified candidates regardless of race, gender, disability, religion/belief, sexual orientation or age. We are committed to creating an inclusive environment for all employees.