

## Sales Coordinator

Reports to: Account Development Manager

Salary: £25,528.10

Location: Milverton, Somerset

Hours: 36.5 hours per week (Monday - Thursday, 9:00 – 17:00, Friday, 9:00 – 16:00)

### 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

Deliver excellent customer service across the full order journey, from enquiry through to delivery and after-sales support. You will act as the key link between customers and internal teams, ensuring clear communication and efficient order processing.

The role suits someone who is friendly, organised and detail-oriented, and who takes pride in representing the business to a high standard.

### Key Responsibilities:

#### Customer Communication:

- Serve as a primary contact for customer enquiries via website, phone and email, providing knowledgeable, timely and professional responses.
- Build and maintain strong relationships with domestic and international customers.
- Provide product information and support sales opportunities.

#### Order Management and Processing:

- Manage sales orders using our ERP system Sage (entry, confirmations, payments, returns)
- Monitor stock and delivery timelines to manage customer expectations
- Coordinate with:
  - Finance (credit checks)
  - Purchasing (stock availability)
  - Technical (product documentation)
  - Operations (dispatch and delivery)
- Liaise with couriers and freight partners, including export documentation where needed
- Provide holiday cover across the sales team

#### Administrative Tasks:

- Maintain the sales inbox and order list and prioritise workload
- Support team members with customer visits

- Back-order allocations: when new stock arrives, allocating in date or priority order.
- General admin (post, filing, pricing updates, call/email routing).

*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**

- Organised and detail-oriented.
- Reliable with a positive, flexible attitude.
- Strong teamwork and communication skills.
- Able to prioritise and meet deadlines.
- Professional and aligned with company values.
- 'Can do' attitude and prepared to learn new skills on a regular basis.
- Good time keeping and ability to meet deadlines.

## **Preferred Knowledge and Experience**

- Customer service experience
- Confident IT skills, (Microsoft 365)
- GCSE Maths & English (Grade 4/C or above)

## **What We Offer**

- **Full training and career development opportunities.**
- 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 [recruitment@organicherbtrading.com](mailto:recruitment@organicherbtrading.com). Shortlisted candidates will be invited to attend an interview.

Application deadline: Tuesday 30<sup>th</sup> June 2026, 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.