

FoundPop

About the job

FoundPop is a fast growing design-led furniture rental business born out of the award winning architectural practice Found Associates. FoundPop provides furniture to leading brands such as Prada, Nike, Pangaia and Lululemon - along with some very exciting emerging brands. Our clients encompass but are not limited to fashion, beauty, lifestyle, accessory brands. We also provide furniture to music event and events at Olympia, O2 Centre and ExCel.

This is a permanent fully remote role. The individual will need to be able to travel to London to attend weekly meetings as requested.

Responsibilities: Customer Service

- Answer all inbound phone calls and customer queries
- Oversee the Customer Support inbox ensuring all emails are replied to quickly and efficiently
- Become a subject matter expert of all FoundPop products and services
- Resolve all customer issues and work with the team to minimise the potential for error to provide the highest quality service
- Liaise with the Warehouse Manager to share daily schedules and updated customer details

Responsibilities: Sales support

- Assist with the initial quote process, sending invoices and confirming order details
- Support the Key Account Manager to achieve revenue targets through upselling products, design services and extending leases where possible
- Work with the Key Account Manager on lead generation as part of the New Business sales strategy – increasing the total number of brands and creative agencies worked with annually
- Help to create 3D renders for Pop-ups when required

Skills

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- Strong written English and confident phone manner
- 2 years minimum experience in a CS role
- Passionate about Customer Support and providing high quality service
- Startup experience and/or familiarity working in small teams preferable
- Can demonstrate problem solving abilities
- Attention to detail
- Self starter
- Confident liaising with different stakeholders and building relationships
- A can-do attitude!