



Job Description

極度乾燥(しなさい)
Superdry®Careers

Wholesale Account Executive – 12 month FTC – Cheltenham

The Role

The Superdry brand is a genuine British success story that has grown to a turnover of £872m, £97m profit and a strategic plan in place that will make us a £1bn turnover company by 2020. Our brand is already worth £1.6bn in total global consumer sales. We are a multichannel operator with well-developed and highly successful retail, ecommerce, wholesale and franchise businesses and customers in virtually every country in the world. We are well on our way to achieving our goal of becoming a global digital brand.

We are looking for a naturally inquisitive person to take responsibility for a number of Accounts, managing orders from start to finish, anticipating problems and troubleshooting accordingly. Ensuring data is kept up-to-date is extremely important so you will be meticulous in your approach and have a good understanding of Excel; especially the use of pivot tables.

You will

- Ensure all sales orders are entered correctly into the system
- Check that all purchase orders/contracts have been raised in line with sales orders. Liaise with customers to resolve any issues
- Pick stock in line with customer needs
- Prepare and compile reports and delivery updates for customers and sales teams
- Ship out 100% of all the forward orders within the agreed delivery windows
- Reduce customer cancellations
- Liaise with order book manager to ensure that all orders have been delivered within the agreed timeline
- Manage all bookings and ensure that the WTS is clear at month end
- Ensure that all returned stock has been actioned
- Be the main point of contact both internally and externally regarding all customer queries, providing excellent customer service
- Work with sales teams on all aspects of customer administration and communication.
- Have regular contact with credit control to manage any financial issues, ensuring that all debit notes are resolved
- Work quickly and efficiently to resolve any issues that may occur in relation to my accounts, achieving my monthly shipping forecast

You are

- Ideally from a wholesale fashion background
- Used to working with ordering systems, ideally Styleman or Oracle is an advantage
- Proficient in Microsoft Office, intermediate/advanced level Excel (pivot tables)
- Able to work with numbers and large volumes of data and confident in making information based decisions
- Diligent and with excellent attention to detail
- Able to learn and challenge the status quo
- Happy to work in a fast paced and challenging environment
- Able to work well as part of a team
- An excellent communicator with planning skills and the ability to prioritise your own workload
- Enthusiastic and determined, with a team spirit and positive attitude
- Are good at building relationships, with strong customer service skills
- Process driven



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Working for Superdry has never been so rewarding...

- Everyone receives a generous salary, pension contributions, life assurance and 25 days holiday
- One of a kind Founder Share Plan, plus other great Share Scheme initiatives
- Unrivalled range of Learning & Development programmes
- Amazing staff discount, 50% online and in store, plus an on-site staff shop and subsidised Starbucks Cafe
- A range of team and social events (we even had a catwalk show in a castle!)
- Discounted gym membership, cycle to work scheme, wellbeing services and much, much more