

**Job Title**: Fabric Service Lead

**Job Description:** Primary responsibility is to help designers with their fabric needs by helping them throughout the showroom, and managing order entry and order processing from entry to invoice.

**Key Responsibilities:**

**\***Manage fabric orders in Design Track from the start of order creation all the way through order shipping/tracking. Make sure all order details are accurately entered including confirmation numbers, tracking, ship dates, payments, notes, and follow up reminders for themselves. Also verifies ship to address and side marks are accurate before releasing orders.

\*Stays on top of email, phone calls and showroom visits to ensure all client orders/reserves are placed the same day they are received.

\*First on phones to assist all customers with basic pricing and stock information.

\*Proficient and knowledgeable at logging on to our vendors websites/portals.

\*Supports successful and positive relationships with our vendors and clients. Trouble shoot and escalate any problems with orders that arise (B/O dates moved, missing stock, wrong CFA issued, etc.).

\*Maintain accurate client information in Design Track (i.e. updating addresses, phone numbers, and reseller info when applicable).

\*Back up sample librarian and assist with pulling samples when needed. Able to order missing samples for clients as needed.

\*Knowledgeable in the sample room and able to assist with pulling discontinued product, replenishing samples, and putting away new samples.

**Qualifications:**

**\***Proficient at typing and order entry

\*Ability to multi-task

\*Detail Oriented

\*Good communicator

**About us:**

The Dixon group is a luxury, multi-line showroom located in the Seattle Design Center.  Offering a wide variety of fabrics, wallcovering, furniture, and lighting, we are a one stop destination for interior designers and architects across the Pacific Northwest.  We service industry professionals in several territories including Washington, Oregon, Montana, and Idaho.