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# PINCH

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Logistics and Customer Service Coordinator  
Job description, Nov 2024

PINCH is one of the UK's most prestigious, creative and successful furniture brands, created by Russell Pinch and Oona Bannon. Since 2004 we have been designing and distributing our award winning, contemporary furniture and lighting to a global audience.

We are a company with an uncompromising idea of what makes a perfect piece of furniture and our customers rely on us to deliver impeccable products and professional service. We are looking for a quality literate, detail oriented, energetic individual, who will be instrumental in making sure we provide products that delight and exceed expectations. Our ambition for our business is that our reputation is based on our service standards and customer experience, as much as our award-winning designs and quality of making.

**Reporting to:** Head of Operations

**Location:** PINCH Studio, Clapham North Art Centre, 26-32 Voltaire Road, London, SW4 6DH (with occasional travel to the PINCH shop at 200 Ebury Street, London, SW1W 8UN).

**Hours:** Monday to Friday, 9 am – 6 pm.

## Key Responsibilities

As our Logistics and Customer Service Coordinator, you will play a pivotal role in ensuring seamless customer experiences, efficient logistics operations, and effective communication across teams. Your responsibilities will cover delivery scheduling, stock management, international shipping coordination, and customer issue resolution, whilst upholding the high standards of our brand at all times.

## Customer Deliveries and Communication

- Liaise with customers regarding outstanding balance payments, release of goods, and convenient delivery timings.
- Post sale care, scheduling and coordinating customer deliveries and installations, aiming for timely fulfilment.
- Keep the sales consultant informed about delays or issues impacting completion timelines.
- Maintain clear, proactive communication with customers, ensuring updates on progress and any delays.

## Logistics and Stock Management

- Ensure orders are dispatched within set timeframes and system records are accurately updated.
- Manage stock, including ordering crates and packaging materials where necessary.
- Manage stock allocations, stock control and inventory movement to support efficient operations.
- Balance shipping costs against budget and find opportunities to group deliveries for efficiency.

## **Shipping and International Coordination**

- Liaise with external shipping companies to organise local and international deliveries and installations.
- Assist international clients with import/export requirements and customs clearance.

## **Administrative Support**

- Manage dispatch notes, update sales statuses, and chase delivery notes to ensure system accuracy.
- Forecast outbound deliveries and coordinate with the warehouse for coverage prioritising efficient and cost-effective delivery scheduling.
- Address and log recurring issues with warehouse fulfilment to enhance service quality.

## **Customer Issue Resolution**

- Resolve customer or product issues promptly, escalating to leadership when necessary.
- Triage and manage customer inquiries with a focus on timely, efficient resolution.
- Commercial Mindset and experience of working within the luxury sector.

## **What You Need to Be Successful**

### **Skills and Experience**

- Proven ability to manage and prioritise a busy workload under tight deadlines.
- Strong attention to detail with high motivation to deliver quality results.
- Numerically proficient and comfortable with inventory and retail management systems.
- Experience in luxury or quality-driven environments, with exposure to furniture production/ retail being a plus.
- Strong verbal and written communication skills.

### **Personal Attributes**

- Warm, confident, and customer-focused with a team-player mindset.
- Enthusiastic, proactive, and commercially minded.
- Proficient in Microsoft Office, Google Suite, and other standard productivity tools.
- Fluent in English, both spoken and written.
- Share our company values of warmth, creativity, consideration, elegance, rigour and confidence.

### **Benefits**

- Annual discretionary bonus according to company and individual performance against KPI's.
- Stakeholder pension scheme
- 20 days holidays + bank holidays + Birthday + Christmas Closure between Christmas and New Year.
- 5 year in service loyalty holiday bonus
- Post probation pink tickets (time off) and birthday day off
- General benefits including eye test/bike loan/shared gallery membership/ team rewards
- Staff Discount on product excluding custom.
- Studio dog love from Joni

**To Apply:** Please send your CV and a cover letter explaining why you would be a great fit for this role to [jobs@pinchdesign.com](mailto:jobs@pinchdesign.com).