



BLOOMABLE

CUSTOMER SERVICE & ADMINISTRATION ASSISTANT

BLOOMABLE is an online marketplace for flowers and gifting in South Africa. We connect people looking to buy fresh flowers and beautiful gifts to our product partners who create them. We support nearly 160 local businesses throughout the country, and to date, we have delivered over 50 000 moments of happiness.

We are hiring a meticulous and passionate individual, who is a skilled multi-tasker, is reliable, and is committed to customer service and meeting deadlines.

Excellent organizational & numeracy skills and accuracy are important qualifications for this position, as well as good customer relations and the ability to communicate clearly.

KEY COMPETENCIES

- Excellent telephone skills
- Fluent in Afrikaans and English
- Excellent communication ability (written and verbal)
- Ability to work under pressure and meet deadlines
- Exceptional work ethic

RESPONSIBILITIES

- Assist customers in setting up new accounts; placing orders; and resolving all account queries and complaints. Which will be done via over-the-phone, Live chat, or email.
- Assist with effective filing, archiving, and record-keeping.
- Administration of tenders and preparation of company documentation for new business development.
- Florist partner coordination (quality control, service delivery, product management, order management, onboarding new partners, payments, and accounting)
- Order management (facilitating daily flow and process) including two Saturday morning shifts from 09h00 – 13h00 per month.
- Accurate record-keeping & maintenance in the Bloomable Sales & Customer Management System.

- Daily bank reconciliation and processing of accounts and incoming payments.
- A solid understanding of accounts payable and receivable and ability to work across both, with basic cash flow management abilities.
- Preparation of invoices & statements for customers.
- Assist management to verify discrepancies and resolve any accounting/finance queries, debtor reconciliation, and recovery of outstanding balances.

THE IDEAL CANDIDATE SHOULD:

- Senior Certificate Grade 12 essential. Tertiary Qualification in Business Management or Administration Studies preferred.
- Extremely computer literate, especially with Excel (preparation and use of spreadsheets) . Experience in Customer & Sales Management IT Systems beneficial.
- Have experience with data entry and record keeping. Accuracy and attention to detail are key. Numeracy and arithmetic skills are essential.
- Be mature enough to manage time and prioritise work appropriately.
- Have excellent interpersonal skills, especially on the phone and via email.
- Be solutions-focused and deadline-driven.
- Have the ability to work independently, but also within a team environment.
- Be well-organised and efficient.
- Have excellent verbal and written and communication skills, in both English & Afrikaans.
- Be able to handle conflict resolution (suppliers and customers) confidently and empathetically.
- Be trustworthy, reliable, and have a high degree of integrity.
- Be comfortable dealing with a diverse range of customers and suppliers on any level.
- Be positive, optimistic and always look for creative ways to solve problems.

This is an intermediate-level position that requires at least 3 years of relevant work experience but no prior management experience. Please send your comprehensive CV to work@bloomable.co.za.

Applicants should ideally be located within an hour or 2 of GMT+2 to work the same office hours as our Cape Town team, but can be located (almost) anywhere. If you do not receive a reply to your application within 2 weeks, you may assume that it has been unsuccessful. Preference will be given to applications from economically disadvantaged groups and female candidates to satisfy our diversity goals.

Salary and employment benefits:

- R12,000 per month basic, negotiable on qualifications and experience
- Home office allowance during COVID-19 work from home
- 20 days paid annual leave