

# GET READY FOR EVERYTHING.

**SUPERDRY**  
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## WHOLESALE CUSTOMER SERVICE & ACCOUNT ADMINISTRATOR

### WHO WE ARE

Superdry have been making world class product for 15 years, and we're proud of it. Our mission is to inspire and engage the contemporary style obsessed consumer, whilst leaving a positive environmental legacy.

Together, we have built a brand that has cut through the global apparel market at record speed, taking market share from brands that have existed for decades. But we have a big opportunity ahead of us as we launch 4 new collections.

We are now on an exciting journey to reset our brand and return to our design-led roots and we are looking for talented people to join us on our journey.

### THE ROLE

The Wholesale Customer Service team works with and supports Sales to ensure the smooth day to day running and successful performance of all our wholesale customers across all territories. We work with these accounts daily by email, phone and on occasion in person, ranging from leading national retailers to the many much smaller, but equally important, independent stores around each territory.

This team is pivotal in ensuring monthly and seasonal shipping targets are met, and this role is especially key in helping manage the customs requirements for the international movement of stock.

This role will support the UK wholesale Customer Service team and Sales team deliver month end results. You will be an important part of the team, supporting with additional administrative workload and the processing of customer wholesale accounts.

### YOU WILL

- Provide administrative support for the wholesale sales team in territory
- Carry out customer service best practice processes by territory
- Forward order creation
- Pick from allocated stock
- Support delivery bookings
- Complete shipment requirements and paperwork
- Complete delivery tracking and customer communication

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- Support territory credit controller with customer specific credit enquiries and issues
- Update customer ordering portals ensuring all relevant data is up to date

## YOU ARE

- 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
- Diligent and with excellent attention to detail
- Able to learn quickly and challenge processes where necessary
- 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
- Strong customer service skills are a plus
- Process driven

## WORKING FOR SUPERDRY HAS NEVER BEEN SO REWARDING...

- 25 days annual leave, plus bank holidays, we also offer a holiday buying scheme
- An additional day off to celebrate your Birthday
- Family is massively important to us, so we have a broad range of family-friendly working policies in place, including enhanced maternity, paternity, and adoption leave
- Company Pension scheme
- All employees are covered by our Life Assurance policy whilst working at Superdry. We feel it's important to offer protection for your family and loved ones in such a situation and to support this we offer life assurance cover which pays a lump sum equivalent either twice or four times your annual salary
- A big staff discount – naturally. Because we know that you love to wear Superdry, you'll benefit from a 50% discount in store and online
- Our Head Office is home to our very own store for staff only where you can treat yourself to heavily discounted sample stock
- A health cash plan is open to all employees.
- Flexible working - to help you achieve that all-important work-life balance
- Access to onsite parking and as part of our sustainable development goals, we have a selection of electrical car parking points freely available to staff.
- A range of learning and development materials to help you in your career and grow with us
- We like to give back, so we allow our employees time off for volunteering work
- A global employee assistance plan in place that you can access anytime you want - it's free and confidential
- You'll also have access to a Cycle To Work Scheme and an excellent Car contract hire/purchase scheme
- A range of local discounts with businesses across Gloucestershire

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At Superdry, everyone has a voice and we want to hear it. We create environments where individuality can flourish and is celebrated as part of who we are as a brand. We're incredibly proud that over 90% of our people feel strongly that they can be themselves at work.

We want to meet people with varied backgrounds because we understand that diversity of thought encourages new ideas to thrive, fuelling creativity and enabling us to do better work. We want to build a team which represents a variety of backgrounds, styles, perspectives, and skills; we hire people based on their merit and potential.

We also welcome conversations about flexible working for all roles at Superdry and will always accommodate it where possible.

Please also have a look at our [career website](#). Here you can find information about the Growing Futures Programme, a scheme that supports applicants from ethnic minority backgrounds to apply for roles at our HO in Cheltenham.