

Job Specification: Sample Coordinator

Location: Smile Kitchens, Unit 9 Walker Industrial Estate, Blackburn, BB2QE

Department: Product / Operations

Reports to: Head of Operations

Employment Type: Full-time

Overview

We are an online kitchen company looking for a proactive and detail-focused **Sample Coordinator** to manage and maintain our full range of customer samples, including door and panel finishes, cabinets, worktops, and handles. This role is essential in ensuring customers receive accurate, high-quality samples that help them make confident design decisions.

Key Responsibilities

- Manage and organise all physical sample stock (doors, panels, cabinet materials, worktops, handles, etc.).
- Prepare, pack, and dispatch customer sample orders accurately and on time.
- Maintain a clean, well-structured, and clearly labelled sample storage area.
- Monitor stock levels and work with suppliers to reorder materials as needed.
- Update internal systems with sample availability, stock movements, product changes and live status of current sample requests
- Support the wider product and customer service teams with sample-related queries.
- Assist in the development of new sample ranges and help refine how samples are presented to customers.
- Ensure all samples are quality-checked and meet brand standards before sending to customers.
- Provide feedback on improvements to packaging, labelling, and sample organisation processes.

Required Qualities & Skills

- **Willingness to learn and grow** with the business as new products and processes evolve.
- **Highly organised**, able to manage multiple tasks and maintain an orderly workspace.
- **Strong attention to detail**, ensuring customers receive correct and consistent items.
- **Enthusiastic and proactive**, with a positive approach to day-to-day tasks.
- **Excellent communication skills**—both verbal and written.
- **Reliable and dependable**, consistently delivering high-quality work.
- Comfortable using basic computer systems for order processing and stock tracking.
- Ability to work independently and collaboratively within a supportive team.

Desirable Experience (Not Essential)

- Experience in a warehouse, product sample, retail, or materials-handling environment.
- Interest in kitchens, interiors, or design products.
- Basic knowledge of packaging or fulfilment processes.

What We Offer

- Opportunity to develop your skills and grow within a fast-moving, expanding business.
- Supportive team environment with training provided.