

JOB DESCRIPTION



Job Title: Inbound Sales Administrator	Location: Hunmanby, Head Office
Department: Commercial	Contract: Full-time/Permanent
Reports To: Sales Office Supervisor	Direct Reports: N/A

1.0 Job Summary & Role

Our Sales Support Team is vital for the smooth-running of our business.

The Inbound Sales Administrator acts as the connecting piece between the customer and the Business Development Managers by doing things like processing orders, keeping track of customer information, and providing post-sale customer service reports. It's a fast-paced environment that requires the ability to multi-task and would suit someone who enjoys going above and beyond for customers, both internal and external.

2.0 Key Responsibilities & Main Duties

- Handling of all service-related and customers' orders including customer requests, processing orders, processing and dispatching goods, and information such as stock availability, delivery dates and pricing.
- Provide point of contact for sales enquiries, communicating all requests to the relevant BDM or Distributor and support the Business Development Managers with production of quotations
- Provide confident customer care.
- Respond promptly and efficiently to sales enquiries daily.
- Establish and maintain customer account details with all relevant and up to date information in the DSE operating system.
- Accurate preparation of export documentation ensuring compliance with statutory Customs & Excise procedures
- Process and co-ordinate customer requests for online store approval and monitor sales orders subsequently processed
- Process credit card payments using online payment system.
- Work as an effective team member liaising with the Production, Quality, Dispatch and Accounts functions to ensure our customers are provided with high quality products delivered on time.
- Help in other areas of the company as required



3.0 Internal & External Relationships

- Work with customers and prospects via phone, email, MS Teams, and online portal channels.
- Effectively manage internal relationships with the sales, operations, shipping functions and support management with requests for information/reports that may be required on a time-to-time basis.
- Identify possible opportunities for the business through day-to-day conversations that can be communicated to the BDM team for their follow up and action.

4.0 Key Performance Indicators

- All orders are to be accurately entered onto the ERP system within one working day of receipt.
- All quotes are to be processed and returned to the customer / prospect within one working day of receipt.
- All orders are to be shipped in line with the customers shipping instructions.

5.0 Essential/Desirable Factors

Knowledge	
Essential:	Desirable: Experience in Customer Service/Administration or similar role
Skills & Attributes	
Essential: Excellent interpersonal skills Excellent communication skills (listening the most important) Team player Attention to detail Organised and methodical in approach Ability to multi-task Displays empathy not sympathy Resilient nature	Desirable: Good sense of humour Change agile Culturally aware (we work with customers all around the world) Proficient MS office and ERP
Experience	
Essential: Experience in Customer Service/Administration or similar role	Desirable: Sales Order processing Export or import knowledge Experience of improving business process efficiencies
Qualifications	
Essential: Good standard of written English Good standard of general numeracy	Desirable: GCSE English and Maths Grade C or above (or equivalent)

Created by	Dated Created
Simon Whitaker	11.03.2021



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