

## **Job Description**

Job title: Sales Co-ordinator	Holidays: 25 days / year + statutory
Department: Sales	Reports to: Sales Office Supervisor
Hours per week: 38	Hours of Work: 0830 – 1700 Mon-Thurs 0830 – 1500 Fri
Duration: 12 week fixed term post (may be extended)	Pension: 5% contributory

### **Job Summary**

- To facilitate the entire sales process for UK and overseas orders and provide crucial support to Customers, Business Development Managers and Distributors.

### **Main Functions & Duties**

- Process sales orders in an accurate and timely manner to meet deadlines, also co-ordinate payment terms and final shipping
- Provide point of contact for sales enquiries, communicating all requests to the relevant BDM or Distributor
- Provide confident customer care
- Respond promptly and efficiently to sales enquiries on a daily basis
- 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, Despatch and Accounts functions to ensure our customers are provided with high quality products delivered on time
- Provide assistance in other areas of the company as required

### **Critical Success Factors**

Success in this role will be judged by the following key performance indicators

- All order and enquiry responses successfully and accurately completed to meet time targets
- Optimum use of working time through effective time management and communications
- Consistent and effective contribution to the sales processes and activities

### **Working Conditions**

- The role is based at our offices in Hunmanby.

## **Job Holders Attributes**

### **Essential experience/skill and knowledge**

- Established experience working in an administrative environment
- Excellent professional communication skills; telephone and written
- Confident IT skills, including MS Office, with an ability to quickly learn DSE customised programmes
- Ability to work under pressure and to tight deadlines
- A team player with a helpful and positive 'can do' attitude
- Strong administrative and organisational skills with the ability to effectively prioritise the daily workload
- High level of attention to detail
- Easily grasps and understands customer requirements
- Ability to understand and complete sales processes following company operating procedures

### **Useful experience/skills and knowledge**

- Previous sales office experience
- Statutory export documentation knowledge
- Second language