

## JOB DESCRIPTION



<b>Job Title: Sales Support Assistant</b>	<b>Location: Hunmanby, U.K.</b>
<b>Department: Commercial</b>	<b>Contract: Fixed-term</b>
<b>Reports To: Sales Office Supervisor</b>	<b>Direct Reports: None</b>

### 1.0 Job Summary & Role

The Sales Support Assistant, has the **responsibility** of providing support for the customer enquiry and order processing stages on an end to end basis to meet the timely demands of customers on a global basis within the published key performance indicators.

The Sales support assistant has the responsibility of supporting the **Business Development Managers** with production of quotations and handling of all service-related issues that occur in connection with customers' orders. This involves dealing with all types of customer/Prospect requests, processing orders, processing and despatching goods, and information such as stock availability, delivery dates and pricing.

The Internal Sales is the initial point of call for all customer service-related issues and needs to be familiar to with the typical demands placed upon DSE from customers, in terms of procurement processes/ systems employed.

The Sales support assistant is also expected to identify possible opportunities for the business through their conversations that can be communicated to the BDM team for their follow up and action.

Sales support provides office support to either an individual or team and is vital for the smooth-running of a business. Their duties may include fielding telephone calls, receiving and directing visitors, creating reports and presentations, and filing critical documentation in an efficient manner that meets audit requirements.

The Sales support assistant 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 a high degree of company and systems/process knowledge and a strong ability to multitask.

**Hours: 0830-1700 Mon-Thur, Fri 0830-1500**

**Reasonable amount of overtime on request**

### 2.0 Key Responsibilities & Main 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



## JOB DESCRIPTION



- 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

### 3.0 Internal & External Relationships

- The Sales support assistant is required to interface with customers and prospects via phone, email, MS Teams and online portal channels
- The Internal Sales is required to 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

### 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

<b>Knowledge</b>	
<b>Essential:</b> <ul style="list-style-type: none"> <li>• Customer demands</li> <li>• Call centre experience</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>• Knowledge of the power generation manufacturing sector</li> </ul>
<b>Skills &amp; Attributes</b>	
<b>Essential:</b> <ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> <li>• Excellent communication skills (listening the most important)</li> <li>• Confident relationship builder</li> <li>• Confident presentation skills over the phone</li> <li>• Phone based motivation/influencing/networking skills</li> <li>• Team player</li> <li>• Attention to detail</li> <li>• Organised and methodical in approach</li> <li>• Displays empathy not sympathy</li> <li>• Resilient nature</li> <li>• Culturally aware</li> <li>• Proficient MS office and ERP</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>• Good sense of humour</li> <li>• Change agile</li> </ul>
<b>Experience</b>	
<b>Essential:</b> <ul style="list-style-type: none"> <li>• Customer services inbound</li> <li>• Telephone sales environment</li> <li>• Order processing via ERP systems</li> <li>• Export orientated inbound sales function</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>• Driving improved customer experience</li> <li>• Experience of working in an SME environment</li> <li>• Experience of working high performance culture</li> <li>• Experience of improving business process efficiencies</li> </ul>
<b>Qualifications</b>	
<b>Essential:</b> <ul style="list-style-type: none"> <li>• Minimum of 6 GCSE's including English and Maths (or equivalent)</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>• Degree level qualification</li> </ul>



JOB DESCRIPTION



This information has been discussed and agreed with the employee:

**Job Holder**

Signature \_\_\_\_\_ Print Name \_\_\_\_\_ Date \_\_\_\_\_

**Line Manager**

Signature \_\_\_\_\_ Print Name \_\_\_\_\_ Date \_\_\_\_\_

Created by	Dated Created
Simon Whitaker	29-1-21

