

Job Description

Job Title: Sales Co-ordinator

Reporting to: Managing Director

Hours: 08:30 – 17:00 Monday to Thursday, 08:30-14:00 Friday

Job Summary

To complete all enquiries, queries and orders within company timescale and support all Sales staff with their workload.

Key Duties & Responsibilities:

- Processing quotations onto Sage 50 Accounts, within Company timeframe and in accordance with Company policy
- Demonstrating excellent customer service when handling customer queries, ensuring all queries are dealt with or transferred to the relevant staff member in a timely manner
- Contacting clients to obtain missing information and answer any queries
- Supporting all sales staff members with their workload, assisting when required
- Answering and screening all incoming telephone calls and taking detailed, accurate message where necessary
- Assisting with general office administration tasks, including; filing and photocopying
- Perform all duties relating to the position held and additional tasks as directed by the Office Manager and Sales Director
- Maintain a consistent standard of work and performance in line with Company standards and Health and Safety regulations
- Can support on orders, filing, post and general other office duties



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Person Specification

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Reporting to: Managing Director

Essential:

- 3 years' experience within a sales support role
- Excellent organisation skills
- Excellent communication skills, both verbal and written
- Hands on experience with MS Office programs
- Basic understanding of Sage 50 Accounts
- Able to work individually and as part of a team
- NVQ Level 2/3 in Business Administration
- High level of accuracy and attention to detail
- Ability to work to strict deadlines



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