

## JOB DETAILS

<b>Job Title:</b>	Sales Support Administrator	<b>Reports to:</b>	Group Sales Director
<b>Job Category:</b>	Sales		
<b>Location:</b>	Head Office – Ossett West Yorkshire.		

## JOB DESCRIPTION

This role will require you to think proactively about how to manage your workload have good organisation skills, be able to work on a number of tasks simultaneously and to work on your own initiative, if you have excellent verbal and written communication skills, possess confidence and a winning personality, are fully IT literate, punctual and reliable with an ability to work accurately to tight deadlines then this is the role for you.

### Main Duties:

- Liaising directly with customers
- Quote preparation
- Back order control and release
- Process and manage sales order queue
- Manage delivery schedules
- Maintain and set up product requests
- Manage and maintain bonded stock
- Manage and maintain vendor contact lists
- Web administration - processing orders and customer queries
- Assisting Major Sales Directors with quotes etc.
- Oversee salespersons' order entry
- Issue resolution stock/delivery returns
- Planning & delivering IT Projects with Professional Services Team
- Reporting Internal & External Budgets
- General administrative tasks & duties as required
- Adhere to Group Information Security Policy

### Skills, Knowledge & Experience:

- Strong Customer service skills
- Excellent, professional telephone manner
- Good Computer skills
- Methodical and self-motivated
- Willingness to learn
- Good presentation
- Ability to work effectively under pressure
- Relationship building skills
- Great interpersonal and relationship building skills
- Winning Spirit
- IT literate with experience of using MS Office suite
- Experience of using Microsoft great plains would be an advantage

