



## Sales Administrator

<p><b>Role Description:</b> To provide administration support and services to the Sales Team. To ensure that customer expectations are met through the provision of timely and efficient services.</p> <p><b>Responsible to:</b> Senior Business Development Manager</p>	
<p><b>In this role you will be expected to maintain excellent working relationships with all members of staff. You will ensure that customer service is maintained to the highest standard at all times through the efficient and polite handling of telephone calls, emails and when greeting customers. You will ensure production of all sales administration functions to meet customer, team and company expectations.</b></p> <p><b>You will advise your manager of your personal development needs and training requirements.</b></p>	
Key Responsibilities	Activities
<p><b>Administrative Duties</b> <i>(Full understanding of and ability to pick up any tasks undertaken by the admin team)</i></p>	<ul style="list-style-type: none"> <li>• Answer external telephone calls, transferring them and logging the relevant details on NetSuite as necessary in line with company standards</li> <li>• Produce and despatch well-presented and accurate documentation</li> <li>• Document Scanning</li> <li>• Reception Duties</li> <li>• General Office Tidying</li> <li>• Manage general mailboxes and distribute to relevant departments</li> <li>• Any other duties requested by your manager</li> </ul>
<p><b>Support Sales</b></p>	<ul style="list-style-type: none"> <li>• Log and maintain accurate records with respect to enquiries, quotations and new leads</li> <li>• Administer incoming OneZone quotes &amp; orders for the sales team</li> <li>• Produce and despatch well-presented documentation to customers ensuring accuracy at all times</li> <li>• Provide support cover for absent Account Managers e-mails as required</li> <li>• E-mailing quotes for all Account Managers</li> <li>• Importing leads for Business Development</li> <li>• Provide support for installer referrals for the Sales Team</li> <li>• Administering reception duties for the training centre when required</li> <li>• Qualification for Customer allocation</li> </ul>
<p><b>Other Duties:</b> <i>The list of job duties within this description is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post.</i></p>	<ul style="list-style-type: none"> <li>• To participate in the company's PDR process</li> <li>• To undertake relevant staff development/training.</li> <li>• To be responsible for the health and safety of self and others.</li> </ul> <p><b>Job descriptions will be reviewed regularly to ensure they are an accurate representation of the post</b></p>
<p><b>Key Skills &amp; Knowledge:</b></p>	<ul style="list-style-type: none"> <li>• Self-motivated &amp; committed</li> <li>• Strong customer service focus</li> <li>• Diligence in maintaining and creating accurate company records</li> <li>• Remains calm and able to work on own initiative</li> <li>• Flexible and adaptable to the needs of the business</li> <li>• Excellent IT literacy</li> </ul>

