

## **Sales Administration role**

**Key accountabilities on attached page**

### **Benefits:**

**25 days holiday plus bank holidays (salary to be discussed at interview)**

**Company pension scheme**

**Incentive bonus scheme**

**37 hour week**

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**Please email CV to the above email address**

**Justin Peacey**

**Service Centre Manager**  
**01242 541380**

## Sales Administration Staff Key Accountabilities

Key Accountabilities	Main Tasks
Be active as part of a team carrying out all elements of customer service and sales development activities from time to time as required by local management.	<ul style="list-style-type: none"> <li>• Seek to understand the overall objectives of the sales team</li> <li>• Be flexible in your approach to tasks</li> <li>• Help other team members to achieve good results</li> <li>• Understand customers, their products and requirements</li> </ul>
Respond to existing customer enquiries efficiently and within timescales agreed by local management.	<ul style="list-style-type: none"> <li>• Follow local practice on call answering and dialogue</li> <li>• Quote and follow-up all enquiries promptly</li> <li>• Work with Area Sales Manager to convert all profitable enquiries</li> </ul>
Administer customer orders efficiently and accurately with the aim of meeting or exceeding local service level targets.	<ul style="list-style-type: none"> <li>• Conduct accurate contract review on all orders</li> <li>• Liaise with suppliers to ensure satisfactory outcomes</li> <li>• Ensure any internal problems with an order are dealt with quickly</li> <li>• Handle customer complaints constructively and promptly</li> </ul>
Contribute to the performance of the service centre by maximising opportunities from every customer contact and managing customer inventory.	<ul style="list-style-type: none"> <li>• Try to establish all opportunities that may exist with a customer</li> <li>• Use consultative selling techniques to maximise profitability</li> <li>• Methodically deal with all opportunities and enquiries</li> <li>• Understand ROI principals and how they apply to every order</li> </ul>
When required, undertake high quality proactive customer contacts with aim of generating profitable new business.	<ul style="list-style-type: none"> <li>• Plan customer contacts in a methodical way</li> <li>• Use all information available to set sound objectives for contacts</li> <li>• Undertake good customer contacts that yield profitable results</li> <li>• Record details of customer contacts accurately and concisely</li> </ul>
To have reached at least "basic" levels of skills and knowledge as defined in the KSF and be proactively developing skills and knowledge further.	<ul style="list-style-type: none"> <li>• Create and regularly review own personal development plan</li> <li>• Continuously develop knowledge of company and products</li> <li>• Continuously seek to improve selling and administration skills</li> <li>• Understand the strengths and weaknesses of suppliers</li> </ul>
Feed back accurate information on customers, applications, competitors and suppliers to the rest of the sales team.	<ul style="list-style-type: none"> <li>• Complete customer contact reports when required</li> <li>• Share experience on customer applications for all products</li> <li>• Contribute to the local pool of knowledge on competitors</li> <li>• Feed back good and bad experiences with local suppliers</li> </ul>
Communicate effectively with all other staff, customers, suppliers and all other people associated with the business.	<ul style="list-style-type: none"> <li>• Be approachable and positive</li> <li>• Communicate internally and externally constructively and politely</li> <li>• Ensure external communication is to a high standard</li> <li>• Always consider the reputation of Smiths in all communication</li> </ul>