Sales Administration Assistant

Penryn, Cornwall

£15,500 to £19,000

Full time

Advertised 19 days ago

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Hours: Mon – Fri 9.00am – 5.30pm 37.5 hours per week

This expanding, market leading IT service provider working with businesses and schools throughout the South West, is looking for an individual to assist their sales and admin team with day to day duties of sales quotations, purchasing and general sales administration. You will be joining a friendly team within an open office space.

The role will be varied and will involve an element of customer and supplier facing skills, liaising with both over email and telephone.

Typical work activities:

- Processing of purchase orders into the computer system, liaising with suppliers and sourcing of products.

- Creation of quotes for customers under direction of the sales team.

- Processing sales orders and maintaining status of orders on the computer system used to schedule installations.

- Answering the sales line and entering customer sales enquiries into the computer system.

- Arranging returns and warranty claims.

- Keeping customers and sales team members informed of delivery dates and any delays.

- Other general administration duties assisting the sales and admin team.

Professional Qualities:

- 1 years sales administration experience within any industry. Training will be provided.

- Good computer skills with knowledge and experience using Microsoft Outlook, Word and Excel

- Experience using a CRM/Quoting system and accounts software application preferable

- Generates enthusiasm among team members

- Proactively seeks opportunities to build on existing skills

- Facilitates effective team interaction

- Communicates effectively with customers and in accordance with organisation objectives

- Continually seeks opportunities to increase customer satisfaction and deepen customer relationships

- Manages customer expectations effectively

- Seeks and participates in development opportunities above and beyond training required by the company

- Suggest areas for improvement in internal processes along with possible solutions