**JOB DESCRIPTION – SALES ADMINISTRATOR**

**POSITION:** SALES ADMINISTRATOR

**LOCATION:** STOCKPORT, MANCHESTER

**REPORTS TO:** GENERAL MANAGER

# MAIN PURPOSE OF POSITION

The key purpose of the role is to help the smooth and efficient running of the sales operations. The sales administrator needs to ensure that sales and all other departments are working together in maximising the output of the group. The role is also key in ensuring customer satisfaction is achieved and or exceeded, by making sure the right product is produced and delivered to the right timescales.

# PRINCIPAL ACCOUNTABILITIES

* To contract review orders for the local sales team in line with contract review procedure.
* Entering sales orders and back to back purchase orders for local sales team
* To assist when required in sales activities in the office including answering telephone calls in a professional manner; taking enquiries from new and existing customers; and quoting for customer requirements.
* To be responsible for filing all contract reviews/orders and any other accompanying relevant paperwork • To progress all outstanding sales orders.
* To ensure all relevant data is recorded both on I Metal .
* To produce relevant reports and update sale team accordingly.
* To report all customer complaints on the correct company form and assist in investigating and resolving then when required.
* Liaise with credit control where required to keep account within terms.
* To arrange for outside transport as required.
* To be responsible for raising inter-branch transfers; sub-contract transfers; and cut-to-stock jobs, all as required.
* To support the sales team in monitoring customer stock requirements
* Be responsible for any customer specific stocks to avoid any excess stocks
* Other tasks and activities as deemed necessary by the Sales Manager.
* Support stock check including any reasonable duty required

# KEY INTERACTIONS

The Sales Administrator will be required to liaise, co-ordinate and work with the following group colleagues:

* Sales Manager
* Purchasing Manager
* Purchasing Team
* Finance Team
* Sales Team
* Customers

# SKILLS & EXPERIENCE

The ideal candidate will have a natural ability for sales and administration. In particular the Sales Administrator role requires:

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* Good interpersonal skills
* The ability to be organised, especially in planning
* Having an eye for detail to ensure customer satisfaction is achieved
* To be computer literate
* To have a broad understanding of other colleagues roles
* An ability to work under pressure and to deadlines
* An ability to work independently and as a team
* Have good customer service skills teamed with excellent communication skills
* Have a good understanding of internal and external customers and their requirements

Job description last reviewed by:

 Sales Administrator Sales Manager

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