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Job Description

Sales Administrator

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Reports to: **Managing Director and Operations Director**

To provide a professional administrative support and secretarial service to both **The Sussex Sign Company** and the Senior Management Team in addition to supporting the smooth running of **The Sussex Sign Company's** Sales Department.

KEY RESPONSIBILITIES:

- The Sales administrator plays a key administrative role in supporting the sales team and provides an important link between the salesperson and the external client.
- Facilitating sales-related paperwork and arranging appointments for salespeople to visit new and existing clients.
- Initial Sales team member to answer the telephone and direct the calls.
- Recording verbal orders and enquiries – walk ins and telephone - on behalf of the Sales Department.
- Respond to sales enquiries and concerns by phone, electronically or in person.
- Satisfactorily deal with any sales enquires within 8 working hours.
- Act as a point of contact for customer queries in the absence of any sales staff.
- To ensure that the General Manager is aware of any administration issues and difficulties in Sales Admin processes.
- To maintain a simple and systematic filing system.
- To ensure good customer contact and maintain an adequate flow of information to team members.
- To ensure that all documentation is dealt with immediately.
- To ensure that you have the necessary product knowledge to perform the role, which will be supported by an ongoing training and support programme.
- Provide occasional ad-hoc cover elsewhere within the Sales Department.

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- Provide assistance to sales team members in the preparations of proposals, tenders and quotations.
- Able to work within a fast paced team environment.
- Assist with reception duties and undertake general office administrative duties for the team as necessary.
- Provide word-processing and general administrative support.
- Assist in making drinks when necessary.
- Shred and dispose of confidential waste.
- Conveyed information to individuals on the phone, by email and face-to-face, first point of contact for sales -based queries.
- To ensure that all sales records (manual or electronic) are kept up-to-date and accurate.
- Assist external clients by suggesting products appropriate to their needs.
- Monitor and report on sales activities and follow up for management.

KEY SUCCESS CRITERIA:

Working within the Sales Team for the achievement of client satisfaction, revenue generation, and long-term administrative goals in line with company vision and values.

- Be able to communicate successfully in both written and verbal format.
- Be cordial and amenable.
- Be confident, be tactful and have a persuasive manner.
- Good organisational and time management skills with the flexibility to prioritise as necessary.
- Demonstrates the ability to carry on a business conversation with business representatives and decision makers. Ability to work under pressure.
- Good 'people skills', for working with a range of team members and clients.
- A professional manner.
- Ability to work with little or no supervision whilst also being a team player.
- Disseminating messages to team members efficiently and promptly.
- Ability to take initiative.

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QUALIFICATIONS & SKILLS:

- NVQ Level Two Business Administration.
- NVQ Level Two Sales.
- A knowledge of office procedures.
- Proficient IT skills with a working knowledge of Microsoft Office programs, internet and email.
- Methodical, well organised approach to work
- Completes work to deadlines.
- A good team player and also able to work independently.
- Excellent communication skills including a clear and confident telephone manner.
- Flexible, enthusiastic and “Can Do” attitude.
- Multitasking ability.
- Proficient Database practices.
- Objection handling.
- Listening skills.
- High level of accuracy and attention to detail.

EXPERIENCE:

- Must be able to work independently and or part of a professional team.
- Experience in sales.
- Ability to demonstrate business financial awareness.
- Knowledge of basic business and customer service principles.
- Knowledge of principles and practices of sales.
- Must be able to work independently and or part of a professional team.

PREFERABLE SKILLS:

- Have knowledge and experience of working within the sign industry.

LEVEL OF AUTHORITY:

- None.

This job description is subject to review to ensure that it reflects the strategic direction requirements of **The Sussex Sign Company**.

the core of our
business, is helping
you **grow** yours...



1995-**20**15
YEARS

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The Sussex Sign Company
is that we can help you
with all your requirements
from concept through to branding
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