

## Sales Support Administrator Job Description

<b>Post Title:</b> Sales support Administrator
<b>Workplace:</b> Medway area (currently Knight Road, Strood)
<b>Reporting to:</b> Directors Mr. Tony Large and Mr. Chris Bartram
<b>Job Purpose:</b> Help the company achieve continued growth by supporting and working in sales, marketing and logistics, as well as other areas of the business as and when required.
<b>Work Arrangements</b>
<p><b>Transport requirements:</b> Must be able to arrive punctually on every day he/ she is due to work</p> <p><b>Working patterns:</b> Monday to Friday 8am to 5pm with 1 hour lunch break (1-2pm). Extra hours may be required in busy times which will be paid for.</p> <p><b>Working conditions:</b> Office, engineering area and warehouse</p> <p><b>Foreign Travel</b> – could be possible if you are interested but not compulsory</p>

### PERSON SPECIFICATION

Essential	Desirable
<b>Knowledge, Qualifications, skills and competencies</b>	
<ul style="list-style-type: none"> <li>• Two GCSEs (grade C or above) or equivalent including English and Maths</li> <li>• Computer literate</li> <li>• Good working knowledge of Outlook, Word, and Excel.</li> <li>• Excellent telephone manner</li> </ul>	<ul style="list-style-type: none"> <li>• Fluency in any foreign languages.</li> <li>• Working knowledge of Powerpoint.</li> <li>• Understanding and working knowledge of social media (Twitter, LinkedIn, Facebook, Google+ etc.</li> <li>• Knowledge of any CRM (customer Relationship Management) program.</li> <li>• Interest in Electronics and I.T.</li> </ul>
<b>Experience</b>	
<ul style="list-style-type: none"> <li>• Any relevant experience to this role is advantageous, but wiliness and ability to learn is more critical as well as the willingness to put the work and effort in to develop.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within an office (preferably sales office) environment</li> <li>• Experience of using a phone in an office environment</li> </ul>
<b>Physical, mental and emotional demands</b>	
<ul style="list-style-type: none"> <li>• General good physical condition to allow them to carry out warehouse duties including lifting etc. when required.</li> </ul>	

<p><b><u>Specific tasks (training given where required)</u></b></p> <ol style="list-style-type: none"> <li>1. Follow up / chase delivery dates from suppliers</li> <li>2. Finding and Packing product for shipping</li> <li>3. Testing of electronic display products (under supervision to begin)</li> <li>4. Receiving and Booking in of products into stores and Returns</li> <li>5. Entry of sales orders after training</li> <li>6. Writing up Commercial card expenses (which is simply adding a number to the statement and receipt / invoice) for Directors</li> <li>7. Phoning back customers with basic answers / information about specifics which could include deliveries / Returns / quotes / product availability etc.</li> <li>8. Produce formal quotes from SAGE when needed.</li> <li>9. Basic sales email alarms follow ups to check if customer received email offer or product introduction, are they interested and next action.</li> <li>10. Updating and Changing PDF documents (after training)</li> <li>11. Making presentations into these digital formats (training given)</li> <li>12. Updating and management of our Newsletter Database Vertical response</li> <li>13. Compiling Vertical Response Newsletters (after training) which tend to be 1 every month</li> <li>14. Capturing email addresses from websites / other sources etc. that we then approach. These are then uploaded onto Vertical Response</li> <li>15. New BLOGS (product releases and company information) – Training given.</li> <li>16. Writing up Commercial card expenses (which is simply adding a number to the statement and receipt / invoice).</li> <li>17. Update and keep Salesforce (our CRM system that has become dormant) updated with IMPORTANT information</li> <li>18. Every day ‘BLOG’ one of our webpages to LinkedIn , Twitter, and Facebook page via the on page buttons (5 minute task)</li> <li>19. Help support and grow our Social media presence and activities</li> <li>20. Help with customer Quotations and Calculations</li> <li>21. Helping support with Proactive emails and calls to specific companies (training given)</li> <li>22. Updating and creating web pages on our Wordpress site (training given)</li> </ol>	
<b>Other</b>	
<ul style="list-style-type: none"> <li>• Any other tasks and duties to help and support the team and company in its daily operations, goals and strategies.</li> <li>• We are looking for an individual that wants a career and grow with the company and not someone looking for a 1 year contract or a job to earn them a bit of money! We intend to help, train and support the individual in many parts of our young dynamic growing business so they can grow into that part of the business that best suits them and they will become an important long term member of our team.</li> <li>• We are currently 4 people but expect the team over the next 5 years to grow to between 8 and 12 people.</li> </ul>	