

Reporting To	Sales and Customer Service Manager
Overall Purpose	To provide an efficient and effective support function for the sales and management teams to help achieve the overall departmental results. To add any additional support required as and when to maintain a positive and supportive attitude throughout.

Key Areas of Responsibility	Measures
Processing orders. Take and process customer orders via, fax, Email, Post in an accurate and timely manner.	To key on all orders in a timely manner within 1% error tolerance. This will involve clearing down the fax machines at regular intervals.
Active to receive calls within the Sales Support hunt group.	<ul style="list-style-type: none"> • Answering and dealing with calls.
Resolve customer queries, promptly and effectively providing a high level of customer service.	<ul style="list-style-type: none"> • Customer enquiries are followed up if not resolved immediately. • Queries are recognised and escalated to Line Manager if not resolved within set timescales. • Queries are investigated and resolved by sound use of systems, knowledge of company procedures and effective liaison with other internal departments. • Conversations with customers are handled in a pleasant, helpful and professional manner.
To assist the office administrator when required.	To provide help and support to the office junior when needed, as per grading tasks. To provide cover during absence and heavy workload.
Maintain and develop knowledge of customers, products and systems.	<ul style="list-style-type: none"> • Evidence of effort being made to keep up to speed on knowledge of customers,

	products and systems.
Provide efficient and effective administration support as and when required.	Willingness to assist Sales Support and the Sales Department to cover during absence and /or busy work periods.
Quotes	Produce customer facing quotes and log them on CRM
Any other tasks as requested by Line Manager.	Ad hoc as and when required.

Please note: this is not an exhaustive list.

Essential Skills
<ul style="list-style-type: none"> • Experience with working in a busy fast paced environment dealing with customers over the telephone. • Quick and accurate keyboard skills and experience with using Microsoft packages. • Administration experience with the ability to prioritise workload, meet deadlines and work under pressure. • Excellent communication skills with the ability to listen and build rapport with customers. • Excellent interpersonal skills including the ability understand customer needs. • High degree of accuracy and attention to detail and strong organisational skills. • Use of initiative. • Possess a professional and flexible approach to work and people. • The ability to work on own or as part of a team. • Minimum GCSE level qualifications to include maths and English.

Key Competencies:

- Customer Focus
- Approach/Professionalism
- Team Player
- Self Motivation & Drive
- Confident Communicator & Networker
- Planning & Control
- Decision Making & Judgement