

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.

Roles and Responsibilities

- Processing orders.
- Take and process customer orders via, fax, Email, Post in an accurate and timely manner.
- Active to receive calls within the Sales Support hunt group.
- Resolve customer queries, promptly and effectively providing a high level of customer service.
- Maintain and develop knowledge of customers, suppliers, products and systems.
- Provide efficient and effective administration support.
- Any other tasks as requested by Line Manager.

Skills and Experience required for this role

Essential

- 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