



## JOB SPECIFICATION

<b>Job Title</b>	Sales Office Administrator	<b>Revised</b>	23 <sup>rd</sup> April 2021 K Cox
<b>Department(s)</b>	Sales	<b>Reports To</b>	Sales Office Manager
<b>Main Purpose</b>	Provide dedicated customer service and sales administration support for IQD customer base and the IQD Sales & Business Development Teams		
<b>Main Duties &amp; Responsibilities include the following; other duties may be assigned:</b>			
<ul style="list-style-type: none"> <li>• Sales Order entry and expediting</li> <li>• Updating internal and external open order books for major customers</li> <li>• Preparing quotations on CRM system for completion by Internal Sales</li> <li>• Updating and maintaining customer records on CRM system</li> <li>• Co-ordinating after sales customer service</li> <li>• Answering incoming telephone calls</li> <li>• Ensure actions from visit reports are completed within 24 hrs if practically possible</li> <li>• Establish strong relationships with customers, both internal and external</li> <li>• Responsible for the progression towards and achievement of your performance targets</li> <li>• Carry out any reasonable request by your Manager</li> </ul>			
<b>Other Duties &amp; Responsibilities</b>			
<ul style="list-style-type: none"> <li>▪ n/a</li> </ul>			
<b>Supervisory Responsibilities</b>			
<ul style="list-style-type: none"> <li>▪ n/a</li> </ul>			
<b>Fiscal Responsibilities</b>			
<ul style="list-style-type: none"> <li>▪ n/a</li> </ul>			
<b>Key Performance Monitors</b>			
<ul style="list-style-type: none"> <li>• Ensure a high degree of accuracy is maintained in all administrative tasks working towards reducing number of credit notes raised</li> </ul>			
<b>Location</b>			
<ul style="list-style-type: none"> <li>▪ Somerset Head Office</li> <li>▪ Occasional overseas travel &amp; nights away may be necessary</li> </ul>			



## PERSON SPECIFICATION

<b>Job Title</b>	Sales Office Administrator	<b>Revised</b>	23 <sup>rd</sup> April 2021 K Cox
<b>Department</b>	Sales	<b>Reports To</b>	Sales Office Manager
<b>Qualifications</b>			
<ul style="list-style-type: none"> <li>▪ Education to degree level or equivalent preferred</li> </ul>			
<b>Essential Experience</b>			
<ul style="list-style-type: none"> <li>▪ Interaction with people</li> <li>▪ Working as part of a team</li> </ul>			
<b>Desirable Experience</b>			
<ul style="list-style-type: none"> <li>▪ Previous sales/customer service/administration experience</li> </ul>			
<b>Languages</b> (written and oral)			
<ul style="list-style-type: none"> <li>▪ Fluent in English</li> <li>▪ Other language/languages very beneficial</li> </ul>			
<b>Personal Skills</b>			
<ul style="list-style-type: none"> <li>▪ Confidential and trustworthy with strong integrity</li> <li>▪ Confident and dynamic self-starter, able to work on your own whilst following established working practices</li> <li>▪ Well organised with meticulous attention to detail</li> <li>▪ Effective time management skills and able to work under pressure and meet deadlines</li> <li>▪ Adaptable, flexible and able to multitask</li> <li>▪ Tenacious and determined</li> <li>▪ Highly computer literate and able to use CRM, ERP and general office software tools</li> <li>▪ Strong written and verbal communication skills with good telephone manner</li> <li>▪ Approachable team player with good interpersonal skills</li> </ul>			
<b>Total Rating</b>			

