



Are you either ready for a change and enjoy a varied role, perhaps you've gained a foundation of experience and keen to start developing a career in customer service and administration, or maybe a graduate looking for the first step on the career ladder? Whatever your reason for applying, if you're confident, self-motivated, dynamic, and tenacious team player, we want to hear from you!

Our Company

IQD Frequency Products has been providing electronic components for time and frequency control for 50 years. We are based in the UK but support a global customer base. In 2017, IQD became part of the Würth eiSos group who supply an extensive range of electronic components. The eiSos group includes more than 7,300 employees and has an active sales team based in every country in the world, so employees at IQD can also benefit from all of the global infrastructure and support a larger organisation offers.

Not everyone will know much about electronics or frequency timing products when they join IQD, however, this can be overcome with the in-house training and support we offer new colleagues. It's more important to us to recruit the right skills and experience to fit into our growing company, so we can achieve our ambitious growth plans together.

The Role – Internal Sales Administrator

Reporting to the Sales Support Team Leader and joining our highly experienced, multicultural, and passionate team, you will provide dedicated customer service and sales administration support for our customers and Sales teams.

Specific duties will include, although will not be limited to:

- Entering and expediting sales orders
- Updating internal and external open order books for major customers
- Preparing quotations on the CRM system for completion by internal sales
- Updating and maintaining customer records
- Coordinating aftersales customer service
- Answering incoming telephone calls
- Ensuring actions from visit reports are completed
- Establishing strong relationships with both internal and external customers

The Package

Working in our head office in Crewkerne, with the opportunity for occasional overseas travel (mainly in Europe), you'll benefit from excellent training and career development opportunities, along with:

- Competitive salary depending on experience
- Working 35 hours per week, Monday to Friday. Flexibility is available with start and finish times, you may prefer to work either 8am to 4pm, 8:30am to 4:30pm or perhaps 9am to 5pm
- Hybrid working option following successful probation period (not contractual)
- Permanent contract
- 23 days annual leave plus bank holidays (increasing with length of service)
- Bank Holiday and Christmas/New Year office closedown
- Regular social events including a summer party and Christmas event
- BUPA cash plan
- Company pension scheme with employer contributions at 5%
- Life assurance
- Special discounts and offers through Bright HR
- Complimentary refreshments at work

Our Requirements – Internal Sales Administrator

- Excellent organisation skills with effective time management and prioritisation skills
- Strong English skills with both written and verbal communication
- Good interpersonal skills and friendly telephone manner
- Computer literacy skills with the ability to use a CRM and ERP system
- Ability to work independently while following established working practices

Although not essential, previous experience of working within a customer service or sales administration role would be advantageous, as would the ability to speak a second language.

More about us

We have operations in Europe, America and Asia, offering a comprehensive frequency product range, from low-cost commercial grade products to those used in high reliability military and professional grade applications including Quartz Crystals, Crystal Clock Oscillators and Rubidium Oscillators covering frequencies from the kHz range to over 1GHz.