



Job Title:	Sales Office Administrator	Position	Full Time
Location:	Laughton, East Sussex BN8 6BN	Overseas Travel	0%
HR Contact:	personnel@quorumtech.com	Date Posted	March 9, 2020

Main Purpose of Job

A new role, the Sales Office Administrator will join the busy Sales Office Team to support the day-to-day running of the Sales Department

Relationships

REPORTS TO: Sales Supervisor

RESPONSIBLE FOR: No direct reports

INTERACTS WITH: The successful applicant will work closely with the Sales Team, Sales Manager and other relevant personnel.

ROLE AND RESPONSIBILITIES

The Sales Office Administrator Covers all Sales and Order Administration functions including:

Order Processing:

- Data processing to sales order database (SAP)
- Produce order acknowledgement and send to customer (SAP)
- Shipping administration and liaison with carriers to set up export and UK shipments and ensuring goods meet order requirement, any special shipping terms are complied with and consignment is correctly labelled
- Completion of shipping related documentation including Letter of Credit, export licence applications, EUR1 etc.
- Liaison with all other departments – manufacturing, purchasing, shipping, accounts, etc

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Sales Support

- Producing Sales Quotations
- Handling routine Sales Enquiries
- Dealing with UK and International Distributors by telephone and e-mail
- Maintaining Agents contact details on SAP
- Involvement with all relevant marketing and promotional activities
- Provide necessary service/technical liaison with customers and service personnel as required
- Shipping of warranty/service items, updating database (SAP)

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

PERFORMANCE MEASUREMENT

- Ability to meet customer expectations and to maintain Quorum's established reputation for excellence
- Ability to ensure that all established administrative routines and records are kept accurately and up to date.
- Personal time management and attendance
- Manage Customer expectation and escalate any issues that may arise

QUALIFICATIONS AND EDUCATION REQUIREMENTS

EDUCATED TO GCSE LEVEL

REQUIRED EXPERIENCE AND SKILLS

- Thorough knowledge of MS Office Suite including Word, Excel, Outlook
- General working knowledge of SAP will be beneficial
- Knowledge of Export/IPR/Customs procedures
- Ability to compose email and letter text in concise and literate manner
- Well-developed numerate skills
- Confident telephone manner

PREFERRED EXPERIENCE AND SKILLS

- Previously worked as an administrator in a sales office dealing with international shipping
- Open to change
- Ability to take on new challenges

Personal Skills Required:

- Good team player to work in friendly, small and busy international sales office
- Easy going, flexible personality with the ability to be firm when necessary
- Able to work to tight timescales
- Conscientious and hard working

Physical Requirements:

- Some manual handling
- Sitting for long periods
- Use of monitors and keyboards