



Job Description (Sales Administrator)

Job Title Sales Administrator
Department Sales Office
Reporting to Sales Office Manager
Location Standish
Hours of Work 9am – 5pm
Contract Permanent

Job purpose The main purpose of the Sales Administrator is to be responsible for day to day sales and administrative duties which will involve processing sales orders, follow up, transport arrangements and invoicing.

The role also includes aspects of normal administrative duties; reports, filling, answering phone calls and e-mails both internal and external, occasional reception cover, any other reasonable task requested by the directors would also be included.

- Responsibilities**
- Processing incoming sales orders via e-mail or phone accurately and in a timely manner
 - Answer and deal with customer queries
 - Responding to customer orders and e-mails
 - Follow up order status and reporting of any problems or delays
 - Update customer contract details
 - Producing credits
 - Produce and check invoices
 - Order transport as required and liaise with freight forwarders and carriers
 - Producing Dangerous Goods Notes for Export purposes
 - Producing customs invoices
 - Record Export orders
 - Check transport invoices
 - Liaising with production and warehouse
 - Liaise with Internal and External Customers
 - Providing proof of delivery and copy invoices
 - Providing sales reports
 - Producing costings for products
 - Cover for reception and other site when required
 - Answering phone calls
 - Taking messages for other departments
 - Carrying out other administrative duties as required



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Skills / Knowledge / Experience	Essential	Desirable
Experience within sales / customer service	X	
Be familiar with Microsoft office, Word, Excel and Outlook	X	
Strong attention to detail and accuracy	X	
Good communication skills	X	
Good Time Management skills	X	
Ability to manage workload and prioritise tasks	X	
Flexible approach to working	X	
Ability to build customer relationships	X	
Pleasant and positive telephone manner	X	
Work as part of a team but also use own initiative	X	
Ability to stay calm and work accurately, even under pressure	X	
Ability to maintain high levels of customer service	X	
Previous use of ERP system		X

Qualifications	Essential	Desirable
NVQ Level 2 Business Admin		X