

HR2d/i Job Description

Job Title Sales Co-ordinator	Department Sales
Reporting to Sales Operations Manager	Responsible for N/A
Other Working Relationships	
Internal External Sales, Finance, Directors	
External Customers,	
Main purpose of the job To act as a point of contact within the Company for UK and Export customers and the external sales team. To administer all aspects of sales order processing process including: preparation of quotations, sales orders and purchase orders. To provide a business support service as and when required.	

Responsibilities / Duties

- Communicating with customers to clarify requirements and advising pricing, lead times and delivery dates.
- Provide quotations and prices to customers and maintain sales funnel.
- Sales order processing and the raising of purchase orders.
- Maintaining a clean order book
- Respond to telephone enquiries and correspondence from customers.
- Increase sales by advising customers of products that complement or support the ones they are ordering.
- Liaise with technical support to ensure our quotations meet customer's requirements.
- Assist and support Sales Operations Manager, Key Account Managers and Product Manager as and when required.
- Monitor and report performance against Key Performance Indicators.
- Raise discrepancy complaint forms when required.
- Assist with customer complaints.
- Manage the customer data base ensuring it is up to date and accurate
- Assist with CRM data input as and when required
- General admin duties.
- Ensure you show regard for your fellow colleagues.
- Ensure Health and Safety regulations are adhered to at all times.
- Ensure all Company procedures are always followed.

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.

