

Job Description

Job Title	Sales Administrator
Reports to:	Sales Operations & Renewals Manager
Direct Reports	None

Overview

The purpose of this role is to provide administrative support to the sales teams and the sales process. You will be responsible for specific steps in operational and sales processes including; the opportunity management process, the order management process, the deal registration process and help in management of customer renewals.

While this is primarily an administrative and operational role, there is a requirement to have a proactive and innovative attitude and focus on continuous improvement and operational excellence.

Responsibilities

The main responsibilities are detailed below, although the post holder would also be expected to perform any other duties which might reasonably be required by the business

Sales Administration

- To assist Account Managers in the quote creation process, working with vendor portals as required
- Obtaining third party distribution pricing to enable onward customer quoting
- Responsible for gaining approval from procurement for pricing to be added to the CRM
- Support customers with order enquiries and assist with the resolution of issues and delays
- Maintain accurate and up to date customer information within internal CRM system
- Ensure all details are provided by a customer as per our order requirements prior to forwarding a quote and customer purchase order for processing
- Responsible for the electronic filing of all customer order documentation in support of a customer purchase order
- Provision of holiday cover for Account Managers as required by the business

Sales Excellence

- Management of specific support & maintenance renewals throughout the sales process including; management of opportunities in CRM, raising quotes, contacting customers, limited upselling, requesting POs, booking orders and managing related customer contracts
- Proactive support in the management of renewable orders assigned to Sales Account Managers and ensure they are made aware of upcoming renewals of product, maintenance, support and contracted services
- To assist Account Managers' in the quote creation process for all renewable orders
- To identify all deal registration opportunities by working with Account Managers on pipeline reporting. Ensuring that these opportunities are maximised by identifying at the opportunity/quote stage

- Notification to Finance of all deal registration debtors where monies are settled after fulfilment

Other responsibilities

- Abiding by the Health & Safety requirements as laid out in the current published Company Health & Safety Policy and amended from time to time
- Assist the Sales Operations and Renewals Manager as required

Person Specification

Knowledge

- Understanding of products and services
- Good knowledge of internal CRM systems
- Understanding of the sales process
- Knowledge and experience of office processes and procedures
- Commercial awareness of requirements regarding Inter Company trading and shipping

Skills

- Accuracy – This role requires the ability to carry out tasks to a high degree of accuracy
- Administration – Competent in MS Outlook with basic MS Excel Skills and a good working knowledge of CRM systems
- Organisational Skills – able to prioritise own workload and responsible for personal time management
- Judgement – Able to apply business requirements objectively in weighing up facts and context
- Excellent communication skills both verbal and written with an ability to converse with people at all levels
- Independent thinker with the ability to identify opportunities to maximise return

Personal Attributes

- Politeness and be service orientated to both internal and external customers
- Demonstrate good attention to detail with a high degree of accuracy
- Be a team player, flexible approach, able to assist other teams as required
- Compliance with processes, combined with a creative approach to overcoming barriers
- Must be methodical with the ability to complete a task from start to conclusion within agreed timescales
- Innovative and proactive mindset
- Self-motivated and passionate about quality of execution