

ROLE ANALYSIS – SALES CO-ORDINATOR

DEPARTMENT: Sales
HOURS: 37.5hrs/Mon-Fri 8.30am-5pm

NATURE OF ROLE: Direct telephone contact with company customers in order to efficiently handle all aspects of selling and delivering company products.

RESPONSIBILITY: Ensure correct information is given in respect of products, prices and delivery times. Pro-actively seek increased sales levels from existing and new customers.

SKILLS REQUIRED: A team player who is also capable of working independently with the ability to manage their own workload. To be educated to at least GCSE (or equivalent) grade A-C standard in Maths & English. Computer literate with a working knowledge of Microsoft Office. Experience of working in a sales environment and a desire to achieve results with an interest in and enthusiasm for the product being sold. A clear communicator with a proactive, positive & professional attitude within the workplace.

KEY TASKS:

1. Monitor & complete all on-going tasks on a daily basis in those areas where there is a direct responsibility and record all key information with Opera system for traceability.
2. Answer all incoming calls within 30 seconds. Deal with such calls quickly & efficiently. Record all pertinent details in personal daily logs & on system.
3. Take ownership of, and personal responsibility for, all orders received and customer queries, ensuring they are correctly recorded & efficiently dealt with. Advise customers of any problems or changes if they occur & be ready to offer alternative suggestions to maintain the business.
4. Build & develop relationships with new & existing customers within assigned sales territory, communicating effectively with external sales team colleagues.
5. Actively follow up all new customer leads in a professional & methodical manner. Utilising all possible sales leads gathered from different sources, including: website, exhibitions, showroom & advertising.
6. As part of the team, always be aware of the of the requirements of others & be prepared to help them achieve their own tasks successfully.
7. Assisting with key tasks within Customer Service department.
8. Always be prepared to suggest new ways of operating or changes to existing systems where it is considered these will be beneficial to the business.
9. All work to be carried out as part of the Sales Team following the procedures as laid down in the company BSI-ISO 9002 manual.

