

Department	Commercial	Location	Kent
Reports To	Commercial Manager	Direct reports	N/A

Job Purpose

Support the sales function of the organisation by ensuring that all sales orders are processed, and goods despatched to customer requirements and to minimise the Company's financial risk by the timely issue of invoices. Also, to use best endeavours to promote the good reputation of the company, increasing sales and profitability through excellent customer service.

Job Description

Key Responsibilities and Accountabilities

- 1) Processing of sales & purchase orders via Sage 200, from receipt/issue of order to goods in/despatch, in line with company procedures ensuring all records within CRM system match
- 2) Arrange vehicle rentals, maintaining records & regular status reports
- 3) Liaise closely with operations and despatch to ensure customer orders are correctly fulfilled
- 4) Issue sales invoices and credit notes as applicable, referencing sage report to ensure all invoices are issued in a timely manner
- 5) Produce & check Sage reports to ensure all orders are despatched and invoiced
- 6) Check goods received notes & supplier invoices
- 7) Organise collections/delivery for orders/exchanges
- 8) Deal with general customer enquiries in relation to products, pricing & technical info, referring to relevant engineer / commercial team member through Salesforce CRM as necessary
- 9) Answer & direct incoming calls / messages in line with company procedure
- 10) Maintain price lists for MTP (spares & packages)
- 11) Maintain office filing systems
- 12) Any other general duty as reasonably required from time to time

Person Specification

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> Knowledge of all M/S office package 	<ul style="list-style-type: none"> Working knowledge of Sage 200 Understanding of order processing Knowledge of CRM systems - Salesforce
Skills	<ul style="list-style-type: none"> Excellent communication skills Accurate & tenacious Ability to demonstrate high level of organisation skills 	<ul style="list-style-type: none"> Ability to problem solve Flexible approach
Experience	<ul style="list-style-type: none"> Working within a team Working to deadlines 	<ul style="list-style-type: none"> Previous experience within a sales administration role
Qualifications	<ul style="list-style-type: none"> 5 GCSE's at Grade 9 – 4 (A-C) or equivalent including English & Maths 	<ul style="list-style-type: none"> A Level in Maths or English or business studies (or equivalent)