

Job Description

Job Title:	Sales Assistant / Sales Administrator
Responsible to:	Senior Sales Manager
Department (s):	Sales
<u>JOB PURPOSE</u>	
<p>As part of the sales team, the primary responsibility of the Sales Assistant is to assist in building relationships with our customer base. To work with our customers, suppliers and the internal team to produce quotations, and process sales orders in a timely and accurate manner. To maintain and update our IT systems to ensure information is up to date and consistent. To work with and support our external sales team and representatives.</p>	
<u>ROLE DIMENSIONS</u>	
<p>Working as part of the Sales team, under the direction of the Senior Sales Manager.</p> <p>The role entails cultivating and maintaining excellent business relationships with existing and potential customers.</p> <p>Selling the benefits of the products provided by Atlantic Microwave Limited.</p> <p>This role provides career progression opportunities into the wider sales team or marketing department.</p>	
<u>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</u>	
<p>To build relationships with our customer base and external sales team and representatives by discussing opportunities and enquiry status by telephone.</p> <p>Producing quotations using agreed criteria such as price lists, agreed margins, and taking into consideration any special considerations for the particular customer</p> <p>Follow up quotations – build quotations should be followed up within 48 hrs of quoting, all other quotations within a week of quoting, prioritising as applicable – value, stock item, key customer. Details of status should be updated in CRM</p> <p>Liaise and negotiate with our supply base to achieve the best solution for both our customers, suppliers and AML.</p> <p>Writing quotations using our 'Quoteworks' system and updating accordingly in CRM</p> <p>Input of customer information into ACT, our customer management software.</p> <p>Keeping records updated – price lists, CRM, Sage, filing, archiving as applicable</p> <p>Producing reports to track opportunities, follow-ups, and new business possibilities</p> <p>To liaise with customers regarding product returns</p> <p>Analysis of customer/products for target marketing, working with the Marketing Manager</p> <p>Raising sales orders and purchase orders when required</p> <p>To carry out any other duties that may reasonably be added to this role of responsibility</p> <p>To produce drawings/data sheets as required</p> <p>To attend build review meetings as required</p> <p>To keep personal skills and knowledge up to date and to attend training when required.</p> <p>To provide marketing administrative support with tasks such as the creation of technical datasheets.</p> <p>To support the Senior Sales Manager and other colleagues with any additional duties or tasks as may be reasonably expected within the scope of the role.</p>	

COMPETENCIES REQUIRED FOR THE ROLE

Qualifications and Experience	Essential (E) or Desirable (D)	HR Office Use Only
2 x A levels or equivalent (NVQ level 3 or BTEC, HNC/HND), with Maths and English to GCSE level or greater	E	
Proven experience in account administration, ideally customer services and/or sales	E	
Skills		
Customer account handling experience (CRM or equivalent database)	E	
Strong planning, problem solving and organisation skills	E	
Excellent interpersonal and client facing skills dealing with a range of enquiries	E	
Ability to use a range of communication skills coupled with excellent telephone skills	E	
Ability to work as part of team and on own initiative	E	
Demonstrable good numeracy and literacy skills	E	
Ability to work under pressure and meet tight deadlines with a high attention to detail	E	
Working knowledge of Microsoft Office applications	E	
Good research skills with the ability to source the required information	D	
Persuasive, and ability to negotiate when required	D	
Awareness of communications/satellite industry/technologies	D	
Personal Qualities		
Good attention to detail	E	
Professional and approachable manner	E	
The ability to develop excellent working relationships with colleagues	E	
Positive, confident and enthusiastic attitude at all times	E	
Results driven and pro-active	E	
A passion for customer support	E	
Other Factors		
Flexible and adaptable to fast paced changing environments	D	
Ability to attend conferences, customer visits, exhibitions, seminars, networking events outside of working hours	D	

JOB DESCRIPTION AGREEMENT

We confirm that this conveys a full and accurate description of the job as at December 21

Job Holder's Signature:

Date:

Manager of Department Signature

Date: 02/12/2021

Director of Department Signature:


Andrew Bond

Date: