

JOB DESCRIPTION

1. JOB TITLE:	Sales Administrator
2. DEPARTMENT:	John Ellis Shop Equipment Head Office
3. RESPONSIBLE TO:	John Ellis Shop Equipment Management
4. RESPONSIBLE FOR:	Customer Ordering Support and Supplier Purchasing Support
5. KEY RELATIONSHIPS:	(Internal) All Sales & Management Personnel (External) Key Customers and Suppliers

6. OVERALL PURPOSE OF JOB:

- To support the sales process and to offer help and advice to John Ellis Shop Equipment customers.

7. MAIN RESPONSIBILITIES:

- Processing Sales Orders in Sage Line 50 Accounts.
- Providing sales advice to John Ellis Shop Equipment customers as necessary.
- Assisting with purchasing and development of supplier relationships.
- Developing quality product information for use on the John Ellis Shop Equipment website.

8. MAIN TASKS:

- Entry of customer orders and supplier purchases information in the Accounting System.
- Assist customers by telephone and email.
- Gather product information (prices, stock levels, etc.) from suppliers.
- Gather delivery information (charges, availability, etc.) from suppliers.
- Ensure high levels of customer satisfaction by maintaining a professional and knowledgeable attitude at all times, gaining assistance for senior staff where difficulties are encountered.
- Assist senior staff with customer quotations as tasked.
- Develop and maintain technical product knowledge by using the website and through supplier research.
- Improve product information on the website.

9. CONSTRAINTS:

- Occasionally due to customer demands, staff will have to quote for non standard or bespoke items.

10. ACCOUNTABILITIES:

- Correct level of customer satisfactions.
- Maintaining up to date technical product knowledge.
- Proficient and professional conduct at all times.

11. ENVIRONMENT

- Open plan environment at John Ellis Shop Equipment Cambridge office.
- Busy telesales and websales environment.
- Working as part of a team resolving customer queries, processing customer orders and placing orders with suppliers.

12. SKILLS AND EXPERIENCE

- Proficient and professional telephone manner essential.
- Experience of Sales Order Processing in Sage Line 50 Accounts useful.
- Proficient with computers (Web, Email, Word Processing) essential.
- Proficient with computers (Photoshop, Spreadsheets, Databases) useful.

12. APPROVAL:

MANAGER (1)

MANAGER (2)

DATE

DATE