

Job Title:	Sales Co-ordinator
Reports to:	Sales Office Manager

Purpose of Job:	Our clients expect the best possible product at the best possible price. This role is pivotal to assisting us to maximise value for our clients whilst managing our costs.
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Accountabilities/Scope of Work	
<ul style="list-style-type: none"> Processes sales enquiries as necessary. Answers phone calls from customers and deals with problems as they arise. Takes quotation requests in several formats and transform into customer quotes. Follow up quotes with customers and external sales managers in a timely fashion. Communicate daily with internal and external sales managers. Coordinate with other departments, such as accounts and despatch. Provides any necessary data or reports to the Sales Office Manager. Arranges appointments with clients and sales team. Acknowledges customers by responding to emails, texts, and phone calls. Updates all contact information for customers. Deals with any customer complaints and resolves the issue where possible or informs sales manager. Does any necessary administrative work including filing reports or presenting sales team with necessary documents. 	
Safety Behaviours	
<ul style="list-style-type: none"> Understands and embraces the Company's vision for safety. Attends safety events as directed and keeps knowledge and awareness of safe working practices up to date. Is conscious of office safety and wellbeing, with particular regard to lifting objects, trip hazards, fire procedures and the use of electrical equipment. Never carries out any tasks where not fully trained on that task (or adequately supervised whilst learning). Holds self and others accountable for complying with safety standards. 	

Job Role:
Sales Co-ordinator

Date:
10/01/2024

Knowledge and Experience

- Organised and efficient, able to prioritise and work to tight deadlines.
- Excellent written and verbal communication skills including mathematical confidence.
- Exceptional interpersonal and customer service skills.
- Self-driven, results oriented with a can do attitude and positive outlook.
- Keen eye for detail.
- Experience of similar role would be an advantage, but not essential as full training will be provided.

Qualifications and Training

- Proficiency with word processing, spreadsheet software & Microsoft Office packages.

Personal Qualities

- Confident communicator both written and verbally with an analytical mind.
- High attention to detail.
- Ambitious and sociable.