

JOB DESCRIPTION

POSITION SALES SUPPORT ADMINISTRATOR	
DEPARTMENT: Customer Support	REPORT TO: UK Sales & Customer Service Director
TYPE OF EMPLOYMENT: 37.5 HOURS	

KEY RESPONSIBILITIES

Summary of Job Role:

Provide administrative support to the field sales team and to colleagues within Metric Group's sales/service team,
Become the contact point for field sales team, when they need assistance from anyone in HQ.

OVERALL KPS'S/ PI'S

Key Performance Indicators (KPI'S)

1. Acknowledge all customer emails within eight working hours of receipt - 100%
2. Issue any quotation requested by a member of the sales team on a "not later than next working day" basis – 90%
3. Where (2) is not possible, escalate any queries or requests for clarification on the same time basis.
4. All quotes and documentation to be logged as required – 100%
5. Respond to external and internal emails within 1 hour of receipt.

RESPONSIBILITIES

Customer Interaction

- Handle incoming calls and emails from current and prospective customers, ensuring prompt and professional responses.

Documentation

- Route and document all calls and emails, maintaining accurate record for reference.

Follow-Up Actions

- Take responsibility for follow – up actions to ensure customer queries and issues are resolved efficiently.

Quotations and Tenders

- Prepare and send quotation documents on behalf of the Field Sales team and assist with the preparation of tenders.

Marketing Support

- Assist with marketing activities, including exhibitions planning and execution.

Sales Forecasting

- Correlate field sales team embers reports into a single forecast/pipeline document for management review.

Database Management

- Develop and maintain a simple customer relationship management (CRM) database to track customer interactions and sales activities.

Interdepartmental Liaison

- Collaborate with all other departments to ensure customers and field staff are fully informed about prospects and ongoing projects.

Customer & Team Support

- Provide proactive, friendly support to the sales team and our customers. Fostering positive relationships and ensuring high customer satisfaction

Health & Safety

- Ensure H&S procedures are followed and that all employees are adequately trained. Liaise with Facilities Manager as required e.g. in the event of an accident.
- Ensure a safe working environment for staff, customers and visitors to store premises.
- Conduct risk assessments in all areas.
- Ensure accident handling/reporting procedures are followed.

Required Competency and Behaviours

• Clear written and spoken English	• Customer care/customer focus
• Planning & Organising	• Accuracy of data capture
• Customer Focus	• Planning & Organising
• Questioning, ensuring clarity	• Adaptability and Flexibility
• Understanding Self and Others	• Team work
• Empathy/understanding	• Communication
• Business awareness	• Thinking & Problem Solving

Employee Signature.....

Date