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MANUFACTURERS OF THE WORLDS LARGEST RANGE OF DISC BRAKES FOR ANY VEHICLE

## **Job Description – Sales & Customer Services Administrator**

### **SUMMARY**

Working in the Sales Administration Office, performing a customer service and sales administration role for UK and Export Customers.

### **PRIMARY RESPONSIBILITIES**

- Receive sales orders via phone, web-shop, phone and email, process onto SAGE200;
- Dealing with customer service queries, via telephone and email;
- Producing invoices and credit notes, various other administration tasks which may include typing, copying and filing;
- Cover for Reception during holidays and absences, answering the telephone and greeting visitors
- Any other duties as assigned by Administration Manager.

### **KNOWLEDGE AND SKILLS**

- Superb customer service skills having a professional and courteous manner;
- Excellent written and verbal communication skills essential with good attention to detail;
- Excellent literacy and organisational skills;
- Competent user of Microsoft Outlook, Word and Excel;
- Experience with SAGE 200 an advantage but full training will be provided;
- Previous experience in an administration role is essential;
- Ability to work independently and as part of a small team.

### **WORKING CONDITIONS**

- Uniform will be provided
- Free, secure on site parking
- Full Time – 36 hours per week: Monday-Thursday 09:00-17:30 (30 min unpaid lunch break) and Friday 09:00-13.00.
- Reporting to the Administration Manager.
- Salary dependent on experience.

*Note: The statements above are intended to describe the general nature and level of work being performed by people assigned to the job. They are not construed to be an exhaustive list of responsibilities, duties and skills required of personnel in the job. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.*