



# Sales Processor (Administration – Full time)

## September 2018

to take orders and process them accurately and effectively

Responsible to Alison Lea-Wilson. Absence covered by Sales Developer and Senior Admin & PA

### Job Description (General Description)

- To process sales/orders effectively and accurately.
- To meet customer expectations within strict deadlines.
- Manage associated administration including stock inputting to safeguard accurate and accessible records.
- To manage logistics to customer requirements.
- Create positive customer relationships and provide the first line response to customer queries.
- Liaise with customers and all internal departments.
- To be part of the stocktaking team.

### Shared Duties

- Excellent communication skills on the telephone and email.
- Answer the office phone and redirect calls as necessary.
- Excellent customer care skills.
- Well organised.
- Meticulous attention to detail.
- Able to prioritise work effectively.
- IT literate
- Able to manage databases, CRM and SAGE
- Strong team player

### Characteristics & Conditions

- To comply with procedures for each part of job in our Standard Operating Manuals.
- A neat, tidy appearance should be preserved at all times.
- No smoking or chewing gum whilst in paid time.
- To participate in public relations through the media.
- To be aware of the confidential nature of the work and to maintain discretion.
- To be courteous and considerate to the other staff, customers and members of the public.