

Job Description

Job Title	Sales Office Administrator
Company	Marwood Electrical Company Limited
Department	Sales
Location	Office Based in Paddock Wood
Reporting To	Sales Quotations Supervisor
Date of Issue	10/11/2021

Job Purpose

The timely and accurate production of customer quotations, and support of the external Sales team, ensuring all quotations are produced accurately and in the required time frame, whilst upholding the highest standards of customer service at all times

Key Accountabilities:

- Producing accurate and timely customer quotations
- Liaising / chasing suppliers to obtain / progress pricing to support quotations
- Checking other team members quotes for accuracy, prior to them being sent to customers
- Logging enquires and tracking all stages with supporting notes within our CRM
- Reading working drawings to extract technical information required to complete quotations
- Supporting the Sales Engineers with quotes and customer management
- The production and oversight of specific customer weekly/monthly reports
- The support of weekly rota tasks where appropriate – input picking, end of day etc
- The prompt and effective escalation of any difficult quotes or customer issues
- Working to ensure quote turnaround and accuracy KPIs are achieved or exceeded
- Supporting other team members workload in times of sickness, holiday or generally being busy
- Look for opportunities to improve current quotation systems and procedures, to increase efficiency
- Any other task that may reasonably be required by the Company
- The following-up, liaison and progression of outstanding quotations with customers
- Good communication skills and telephone manner with customer, colleagues, and suppliers
- Be able to ask questions and learn from the answers

Dimensions:

- Ensure monthly team Quote time and personal accuracy KPIs are met (as a minimum), preferably exceeded

Secondary Activities / Tasks

- Understanding of the sales orders function to enable holiday/sickness cover as and when required
- Customer visits as required together with the Sales Engineers

Experience Knowledge & Skills		
	Essential	Desirable
Functional Competencies	<ul style="list-style-type: none"> • A working knowledge of CRM software • Good working knowledge of MS office products particularly Word & Excel • Keen people skills – team player • Good written and oral communication skills 	<ul style="list-style-type: none"> • Experience of Sales Force or similar • An understanding of site plans / engineering drawings
Behavioural competencies	<ul style="list-style-type: none"> • Confident, proactive and detail oriented • Able to work on own initiative 	
Other Requirements	<ul style="list-style-type: none"> • Role will be based at our Head Office in Paddock Wood 	