

### ***Job Description***

Position Title:	Sales Support Administrator
Location:	Bury
Department:	Sales
Reports to Title:	Customer Care Manager

### **Personal Specification:**

#### 1. Experience

- Previous experience in a sales administration, sales support, or similar role.
- Experience working with CRM systems like Salesforce, HubSpot, or similar platforms.
- Familiarity with sales processes and documentation, including quotes, invoices, and purchase orders.

#### 2. Skills and Competencies

- **Administrative Skills:** Proficiency in managing documents, organising data, and coordinating administrative tasks effectively.
- **Technical Skills:** Strong proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software.
- **Communication Skills:** Excellent verbal and written communication skills; able to communicate clearly and professionally with internal teams and external clients.
- **Attention to Detail:** High accuracy and attention to detail are essential, especially when handling data entry and sales documentation.
- **Time Management:** Ability to prioritise tasks, manage time efficiently, and meet deadlines in a fast-paced environment.
- **Problem-solving:** Strong analytical and problem-solving skills; able to identify issues and propose practical solutions.
- **Customer Service Orientation:** A strong commitment to providing excellent support and service to internal sales teams and customers.
- **Teamwork:** Collaborative mindset with the ability to work well as part of a team and independently.

#### 3. Personal Attributes

- **Proactive:** Takes initiative and proactively addresses potential issues or opportunities for improvement.
- **Dependable:** Reliable and trustworthy, with a strong sense of responsibility and ownership over tasks.
- **Adaptable:** Flexible and able to adapt to changing priorities and business needs.
- **Positive Attitude:** Maintains a positive and professional demeanour, even under pressure.
- **Motivated:** Self-motivated with a strong desire to achieve goals and support the sales team's success.

#### 4. Additional Requirements

- Understanding of basic sales principles and customer service practices.
- Ability to handle confidential information with discretion.
- Willingness to learn and develop within the role, with a commitment to continuous improvement.

**Job Description:**

Efficiently and accurately process and manage all sales administration per our company objectives and KRAs outlined below. Strive to ensure all activities are processed within HubSpot, delivering adequate customer satisfaction and maximum commercial benefit to Abbey and its customers.

<p><b>Key Result Areas (KRAs)</b> The KRA's for this role underscore its pivotal contribution to the department's overarching goals and objectives.</p>	<p><b>Responsibilities</b> Responsibilities help define the breadth of the position in line with each KRA.</p>
<p>Resource Management</p> <p>Profit and Loss</p> <p>Operational Efficiency</p> <p>Internal Relations</p> <p>Safety &amp; Risk Management</p>	<ul style="list-style-type: none"> <li>• Schedule weekly meetings with service planners and report the current workload lead times to the customer care manager.</li> <li>• Undertake any reasonable request from the directors in keeping with Abbey office activities and company objectives.</li>   <li>• Monitor quotation profitability when moved into onboarding within HubSpot and escalate any shortfall.</li> <li>• Reconcile monthly sales orders and values/salesperson against HubSpot</li> <li>• Sales reports and trend analysis.</li>   <li>• Follow up on customer orders and ensure updates are given and tracked.</li> <li>• Communicate lead time changes to sales and service, detailing ongoing corrective actions to minimise customer impact.</li> <li>• Process all orders efficiently and accurately.</li> <li>• Process and monitor all EU customs transactions and purchase orders to suppliers and update sales and customer records.</li> <li>• Track on-hand stock of EU imported products, i.e. IFORKS, Kooi products and RAVAS HPT</li>   <li>• Maintain a proficient level of communication with all internal departments.</li> <li>• Produce sales lead time analysis for the weekly ops meeting.</li> <li>• Collate customer feedback on orders and report weekly.</li>   <li>• Promote a safe workplace for all through your actions.</li> <li>• Ensure product incidences/issues are promptly reported per our Quality Policy.</li> </ul>