Penlaw
Material Motion

JOB DESCRIPTION

Role Title: Sales Admin and Internal Sales Executive	
Reports To: Branch Manager	**Department**: Sales Office

Role Purpose:

The Sales Admin/Internal Sales Executive Apprentice working towards the **Level 2 Customer Service Practitioner** https://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-practitioner-v1-1 is responsible for maintaining and developing their own customer portfolio, as well as developing the depot's customer base, with a keen focus on account management, in order to capitalise on customer relationships, by following up leads and maximising the potential for growth of Penlaw business. They will undertake administrative tasks, ensuring the sales staff has adequate support to work efficiently. As a Sales Administrator, you will be helping the smooth running of the business by linking the sales and admin function within the depot. You will be required to be customer-facing - via email, phone, or note-taking in meetings.

Key Accountabilities	Key Activities
1. Client care/Customer Service	▪ Ensure the customer has accurate information regarding product technical specification, price and availability. ▪ Provide ongoing sales support for clients
2. Sales	▪ Generate and processes new sales orders. ▪ Be prepared to work off own initiative without waiting to be told. ▪ Take the lead and become an indispensable part of the team. ▪ Answer phone calls from customers and deal with problems as they arise. ▪ Take sales information and input on Sage computer programme. ▪ Speak with customers to make sure that they are satisfied. ▪ Exert attention to detail and high levels of accuracy. ▪ Acknowledge customers by responding to emails, texts, and phone calls promptly, first response within 30 minutes. ▪ Update our records with contact information for clients. ▪ Deal with any customer complaints and log them in the Customer Complaints Folder. ▪ When necessary, help in any administrative work including filing reports and scanning documents. ▪ Liaise with suppliers and other depots regarding sourcing product and meeting customers' desired lead-times. ▪ Provide ongoing support for external sales executives.

3. Admin	- Scanning of invoices, signed PODs and other sales paperwork into paperless system. - All invoicing of sales documents ensuring the pricing is as per quotations in shared server. - Chasing sales team for any pricing not on server, ensuring no incorrect rates invoiced. - All credit queries investigation, paperwork collation and agreement with Branch Manager of credit required or not. All in line with current procedures and processes in place. - Manages correspondence by answering emails. - Drafts, formats, and prints relevant documents. - Preparing, organising and storing information in paper and digital form - Printing, filing, matching documents and photocopying. - Liaising with internal sales, external sales and Finance Department staff in other departments.
4. Planning	Demonstrate good organisation skills regarding one's own daily workload
5. Continuous Personal Development (CPD)	- Actively commit to self- development, be open to training and coaching. - To utilise all learning resources available e.g. Citation ATLAS. - Maintain good working knowledge of systems and continuing updates - To attend all internal and external meetings and training courses.
6. Team work	- Successful networking between members of the team - Proactively support colleagues as dictated by changing workload demands.
7. Communication	- To share skills and knowledge within the team - To provide a positive and professional image to both internal and external customers - To share relevant client information with other depots and colleagues.
8. Commercial awareness	Be aware of changes in the marketplace and the strengths and weaknesses of our competitors.

Key Contacts (External and Internal)
- Branch Manager   - Clients   - Other Consultants (such as HR and Health & Safety)   - Finance Department   - IT department   - Compliance and Operations managers/ directors.   - Business Development Managers.

Essential role related knowledge, skills, behaviours, qualifications and experience at selection

- Strong communication skills (verbal and written)
- Computer literate / copy typing skills
- Team player
- Enthusiastic
- Strong interpersonal skills
- Evidence of a commitment to CPD
- Strong organisation / time management skills
- Customer / client focused
- Self- motivated and able to work with the minimum of supervision.
- Maths & English grade 9-4 Desirable

Hours Benefits and Reward

Hours:

- Monday-Friday 9am – 5pm with 30 minutes break for lunch

Benefits:

- 28 days holiday including Bank Holidays
- On-site parking
- Support and encouragement to progress and reach full potential within your chosen career

Reward

- Salary £5.00 per hour which is above the Apprentice National Minimum Wage
- Full apprenticeship training and support to achieve the Level 2 Customer Service Practitioner qualification.