

Sales Administrator

Reporting to Office Manager

Hours: 09:30 – 15:30 Monday - Thursday

Holiday entitlement will be 15days + Bank Holidays + Birthday after 1 year

Salary £13K + Benefits

Place of Business:

The Roastery, Semley Business Park, Station Road, Semley, Shaftesbury, Dorset, SP7 9AN

Role Overview:

918 Coffee Co are looking to appoint a reliable part time Sales Administrator in a newly expanded role to administer multi sales channels and sales staff within the sales office of our coffee production facility in Semley near Shaftesbury, Dorset.

The successful candidate for this role will have impeccable telephone, email and written communication and organisational skills to complement their ability to support the sales team and to manage their own workload in addition to third party calendars within our busy sales office.

Working closely with the sales team as well as the office manager to ensure orders are effectively managed, sales team members supported and customer relationships maintained.

You will also be responsible for working pro-actively with the sales team to secure future sales appointments, site visits and sales opportunities. This is a key area of the business and vital to the progress of the growth plan for the company.

Liaison between all staff will be an essential part of the role and will require both excellent communicative and organisational skills.

Reporting to the Office Manager daily to update and advise of key performance areas and progress. Understanding and maintaining smooth systems of work and processes to ensure growth plans remain on schedule.

Experience in telesales, order processing and digital sales channels an advantage, although all training can be provided. Good communication and administration skills essential. A keen interest and like of coffee an advantage also!

Key Responsibilities:

This role will be multi-disciplined and will include, but not be limited to, the following areas of direct responsibility and management of:

Order taking from incoming and outgoing calls.

Order processing and raising customer invoices.

Monitor and updating order management software.

Managing outgoing customer call schedules.

Maintain key ordering systems & procedures.

Working with Office Manager to raise required Purchase Orders.

Managing online & digital sales channels.

Calling prospects to secure sales appointments for sales team.

Customer liaison to ensure relationships are maintained.

Working with sales team to create quotes for prospects.

Reporting daily performance to the Office Manager.

Key attributes required for this role:

Self-motivated

High level effective communicator

Great team player

Good telephone manner

Well organised and a tidy manner in all areas

Competent in IT & Online Systems

Taking pride in their everyday

Enjoy customer service

Good attention to detail

Strict timekeeper, Reliable & Trustworthy

Friendly personable manner