

**JOB DESCRIPTION**

Job Title:	Sales Administrator
Department:	Sales
Reporting To:	Internal Sales Manager
Main job purpose:	
<ul style="list-style-type: none"> As the role of Sales Administrator you will generate and process quotations and specifications whilst processing Chassis orders, processing specification changes and Liaising with the engineering department. Tender submissions and keeping Framework information / documents up to date. 	
Key duties and responsibilities:	
<ul style="list-style-type: none"> Creating quotes and specifications Writing correspondence to customer and suppliers Tender submissions and keeping Framework information / documents up to date. Order Processing Chassis Order Paperwork and chassis ordering Managing production-based Questions/Support Marketing / PR work Interface with customers Answering customer queries Liaising with the engineering department Manage master specification Spec changes Supporting the sales team Assisting at shows Assisting with 2" hand vehicle sales Back up for others within the sales admin team Specification file checking Website for second hand vehicles Brochure management 	
Personal requirements:	
<ul style="list-style-type: none"> Good communication skills and the ability to work on your own initiative Be an effective team player and actively contribute to our continual improvement culture Computer Literate Self- motivation and a positive attitude Strong organisational, process and project management skills Excellent written and oral communication skills Excellent telephone manner and technique Excellent attention to detail. Willing to challenge current processes. Able to work both in a team or individually Good telephone manner and ability to handle calls from customers at all levels Ability to complete high volume of work activity Ability to work under pressure and prioritise work load Your hours will change to reflect that of the Sales Admin team which cover from 8.00 - 17.00 Monday -- Thursday and 8.00-- 16.30 on a Friday on a rota basis. All other terms and conditions remain the same. 	
Key relationships:	
<ul style="list-style-type: none"> Customers Chassis Dealers Key account managers Directors Internal departments External customers and suppliers 	



Key Performance Indicators:

- Quotations Processed (Time frame with in 24hrs once all the relative information has been received)
- Orders Processed (Time frame with in 24hrs once all the relative information has been received)
- Query resolution turnaround (Time frame with in 24hrs once all the relative information has been received)
- Tender submission timeline (Must be completed by the tender deadline and any queries answered as soon as possible)