



Job Description

Job Title:	Sales Support Administrator	Department:	Sales Support
Grade:	Administrator	Reports To:	Purchasing Manager

Purpose:

To support the Sales Team in providing our Clients the best possible level of service through our administration duties

- Be responsible for the entering of supplier responses on to our CRM system
- Be responsible for completing all Client Order Books and liaising with Clients on any queries
- Be responsible for entering Client enquiries on to our CRM system
- Act as a contact between our Clients and the Purchasing Team when Supplier orders are delayed

Key Areas of Responsibility (K.A.R.'s)

- Number of queries raising charisma stock cards
- Number of queries on Client order entry
- Number of queries on enquiry entry
- Number of forward order queries

Functional Responsibilities:

- To sort external emails and delegate tasks to relevant people
- To transfer the details from the supplier quotes onto the Matrix
- To challenge any supplier quotes that need further information
- To chase suppliers for information on behalf of the sales team
- To report against the K.A.R.'s for own area of responsibility
- To complete all Client Order Books
- To enter Sales enquiries onto the Matrix
- Raising new stock cards within the Matrix
- Attend periodic Client business review meetings
- Attend the weekly Sales Dept workload meeting
- To deal with all airway bills
- To liaise between purchasing and our Clients to manage any late deliveries or short shipments
- To work with the Purchasing team to answer all calls in to the building in a timely manner
- To support colleagues in the Sales Department team as required
- To undertake other duties as may be reasonably required

Personal Skills and Experience

- The ability to communicate effectively with colleagues, participants and external stakeholders
- Ability to work effectively as a team
- Proficient in Microsoft Office, particularly outlook, word, excel
- Excellent attention to detail
- Excellent organizational and planning skills
- Ability to self manage, prioritize work under pressure to tight deadlines



Job Specification

A = Application/CV

I = Interview

P = Post employment Appraisal.

Experience			
ESSENTIAL	How Tested	DESIRABLE	How Tested
Purchasing background	A	Understanding of the aerospace industry	P
Experience of administrative work	A		
Experience of regular external communications.	A		
Qualifications/Training			
ESSENTIAL	How Tested	DESIRABLE	How Tested
Educated to GCSE level or equivalent in Maths and English	A		
Skills			
ESSENTIAL	How Tested	DESIRABLE	How Tested
Good communication skills	I	Using initiative	P
Computer Literacy	I	Good interpersonal and relationship skills	P
Good attention to detail	P	Confident in planning and organizing	P
Experience in problem solving	I	Experience working as a team	P
		Some ability to understand technical products.	P

Date Of Description:	09/09/2019	Written By:	Carly Prickett	Last Reviewed (date & name):	NW 17/07/2020
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