Job Description

The role will involve general sales administrative duties from the Knottingley office.

**Key Tasks**

Based in our Head Office in Knottingley, West Yorkshire the Customer Services Advisor will report to the customer service manager / GM. Your role will be pivotal supporting the Sales function and the growth of the Company. The role will involve general sales administrative duties including customer services in the Knottingley office.

**Responsibilities include:**

* Become a key user of the company CRM.
* Become an expert on the CRM system.
* Contacting down trader customers.
* Collect and process orders via information received from sales and quotations.
* Ensure all sales orders and costs are placed on CRM system as soon as they are received to ensure real time reporting is available.
* Feedback to Ops and Sales on Revenue and Profitability.
* Ensure Orders are completed and invoiced in a timely manner as set by the Credit Manager.
* Maintain hardcopy and computer record systems and data bases.
* Management of admin for repeat work, Standing Orders and Rentals.
* Management of Customer Spreadsheets.
* Assist in the preparation of quotations for customers.
* Assist with ordering with regards disposal and subcontract.
* Liaise with Operations and Salespeople to ensure that

customer deadlines are met.

* Liaise with managers on service performance and enquiries.
* Obtain customer purchase orders and allocate them to

the correct job.

* Provide administrative support to other members of

The internal and external sales and operations team

* Ad hoc tasks as and when required

**Other Duties**

* As required at direction of your line manager.

**As Sales Support Administrator you will:**

* Have previously worked in a customer services or sales support role
* Be comfortable interacting with other members of a broader team
* Have excellent problem-solving skills
* Have excellent communication skills – written and spoken
* Have good attention to detail
* Have good IT skills (Microsoft Office Excel etc…)
* Be keen to establish a career in sales, Customer Service, Business Development and Account Management
* Employ a flexible attitude
* Be hard-working
* Be able to use initiative
* Be able to pick things up quickly
* Be able to manage a diverse workload