

Job Description

Job Title:	Sales and Customer Support Administrator
Reports to:	Commercial and Sales Director
Location:	Longtown
Job Purpose	
<p>To assist current Sales Team to identify and prospect businesses in the area that would have the capability, potential and requirement to purchase the services of the Wm Armstrong Group; with particular attention to PalletForce distribution activities. To achieve targets for sales; calls and lead generation as set by your manager and to provide excellent customer support for our existing customer base.</p>	
Key Responsibilities	
<ul style="list-style-type: none"> • Respond to any sales or customer enquiries in a timely manner accurate manner. • Gain appointments and conduct thorough business reviews with a view to successful sales • Liaise with internal and external personnel regarding delivery of goods working within guidelines • Maintain contact with current customers to ensure service expectations are met • Responsible for achieving agreed targets • Ensure accurate sales reporting • Support current sales team in the development of Customer Base • Make use of available data and current contacts to locate potential business prospects • Accurately maintain database and customer records • General administration duties including emailing, scanning, etc • Attend regular meetings, taking accurate minutes and recording actions as required 	
Core Responsibilities (applicable to all employees)	
<ul style="list-style-type: none"> • To promote best practice in maintaining high levels of Customer Service • You must comply with all health and safety rules and regulations regarding the health and safety of yourself and others who may be affected by your acts or omissions. • Report any health and safety issue including accidents to self. • Follow all site rules. • You must comply with all relevant legislation. • Undertake such other duties that are required from time to time commensurate with this position. • Promote Wm. Armstrong in line with current company values, beliefs and branding. 	
Direct Reports	No
Internal and External Relationships	
<ul style="list-style-type: none"> • Customers • Managers • Colleagues • Drivers • Subcontractors 	
Knowledge, Skills and Experience Needed (Essential/ Desirable)	



Experience

- Previous administration experience preferred
- Previous experience of working in a sales environment preferred

Skills

- Confident & professional telephone manner
- Good communication skills, written and verbal
- Ability to communicate at all levels, both internally and externally
- Ability to work under pressure and meet targets and deadlines
- Self-motivated and able to work without close supervision.
- Ability to work well alone and as part of a team.
- Good numerical and analytical skills, including experience of spreadsheets and computer-based systems, including Microsoft products.

NB: Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties. Work location is subject to discussion with immediate line manager and the requirements of the business.