


Job Description Template			
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	Creation Date: 25/05/18	Next Review Date: 25/05/20	

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Job Description – Sales Support Administrator

Department/location:	Honiton
Hours of work:	Monday to Friday / 08:30 to 17:00
Reports to:	Business Development Manager
Holiday:	25 days PA plus 8 bank holidays
Other benefits:	Company pension, bonus scheme and death in service benefit

General:

This role provides an initial point of contact for typically our Hazardous Waste customers (internal and external) ensuring that detailed and accurate information is collected/inputted into systems, providing quotations to customers and providing a tele-sales function to support the efforts of the Business Development Manager.

Main Duties:

- Communicating courteously with customers by telephone, email, letter and face to face:
 - Act as an initial point of contact for customers.
 - Build a rapport with customers and enhance the customer experience.
 - Understand the customers' requirement.
 - Assist in investigating and solving customers' problems.
- Generate outgoing calls, emails and mailshots to create new business opportunities
- Proactively assist customers with their waste disposal requirements to ensure a service level that is satisfactory to the customer
- Assist with the waste pre-acceptance and acceptance procedure and communicate non-conformances
- Produce and provide information management reports where requested.
- Monitor and update Sales Orders.
- Collate the missing information that is required to perform collections/deliveries and build a total job instruction including fittings/declarations/pre acceptance etc.
- Any other project work as required from time to time.


General H&S Responsibilities:

- Comply with Health & Safety requirements: as per training, policies, procedures, risk assessments, method statements, safe systems of work etc.
- Actively seek to improve safety culture.
- Report any H&S issues/accidents/near misses to your line manager immediately.

Other General Responsibilities:

- Attend training as required to maintain personal qualification/competence.
- Comply with the Company Equal Opportunities Policy and promote equality.
- Any other duties as required by line management, commensurate with the post holder's level of training and competence.

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Person Specification

Qualifications/Training	E / D*	How assessed***
GCSE (Grade B) or equivalent English and Maths	D	CV/Interview
Experience		
Any previous experience within an office environment	D	CV/Interview
Any previous customer service / telesales experience	D	CV/Interview
Specific Post Knowledge/Skills		
Good customer communication skills (telephone, written)	E	CV/Interview
Computer literate (Excel, Word, Outlook)	E	CV/Interview
Good Organisational Skills	E	CV/Interview
Personal Characteristics		
Polite and professional attitude to work and colleagues	E	CV/Interview
Calm under pressure	E	CV/Interview
Work well as part of a team	E	CV/Interview
Strongly motivated to learn and develop professionally	E	CV/Interview
Accuracy in all work	E	CV/Interview

*Essential or Desirable

**Essential but may be achieved post-employment

***Application Form or CV; Interview; Presentation; Practical Assessment