


| <b>Sales Support Administrator</b>  |  |                              |                     |
|---|--|------------------------------|---------------------|
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### Job Description

|                             |  |
|-----------------------------|--|
| <b>Department/location:</b> | Environmental Services South; Sales                        |
| <b>Hours of work:</b>       | Monday to Friday, 08:30 to 17:00                           |
| <b>Reports to:</b>          | Business Development Manager                               |
| <b>Holiday:</b>             | 25 days PA plus 8 bank holidays                            |
| <b>Other benefits:</b>      | Company pension, bonus scheme and death in service benefit |

### General:

This role provides an initial sales point of contact for all Southern customers; providing quotations to customers, providing a tele-sales function to support the efforts of the Business Development Managers (BDMs) and assisting the BDMs with sales administration.

### Main Duties:

- Communicating courteously with customers by telephone, email, letter and face to face.
- Proactively assist customers with their requirements to ensure a service level that is satisfactory to the customer.
- Provide quotes to customers (with support/direction from BDM/Dept. Managers).
- Assist with the waste pre-acceptance and acceptance procedure and communicate non-conformances.
- Collate missing information that is required to perform collections/deliveries and build a total job instruction including fittings/declarations/pre acceptance etc.
- Generate outgoing calls, emails, and mailshots to create new business opportunities.


### 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:

- Maintain the physical security of FIS equipment in your possession along with any goods transported in accordance with Company Security policies.
- Maintain the security and confidentiality of Company information and data in accordance with Company IT Security and Data Protection policies.
- 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.

## Sales Support Administrator

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### Person Specification

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

\*Essential or Desirable

\*\*Essential but may be achieved post-employment

\*\*\*Application Form or CV (CV); Interview (I); Presentation (P); Practical Assessment (PA)