


Sales Support Assistant			
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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>	Sales Coordinator/General 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 assistance to the Sales Coordinator, providing support to the South Transfer and Treatment (T&T) commercial team and Department Managers with sales administration.

### Main Duties:


- Communicating courteously with customers by telephone and email.
- Provide support to the Sales Coordinator with management, administration and reporting related to the sales strategy
- Proactively assist customers with their requirements to ensure a service level that is satisfactory to the customer
- Compile quotes to customers (with support/direction from Sales Coordinator, BDM/Dept. Managers) and issue once approved.
- Follow up on quotations to customers to obtain PO's or feedback, clarifications etc.
- 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.
- Create, send and receive customer communications including prices increases, customer satisfaction surveys, works and purchase orders
- Liaison with operational departments to book in work in
- Arrange and send out waste samples
- Prepare meeting rooms, materials and refreshments for visitors to the office
- Answer incoming calls into the office and attend to visitors at reception

### 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.

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- Any other duties as required by line management, commensurate with the post holder's level of training and competence.

### 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; Interview; Presentation; Practical Assessment