

VERSION 1.0

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JOB DESCRIPTION

SALES ADMINISTRATOR

PREPARED BY: TINA WHITMARSH

MICRON COMMUNICATIONS LIMITED
UNIT 3B COLDHARBOUR BUSINESS PARK
SHERBORNE DORSET DT9 4JW

Title:	Sales Administrator
Reports TO:	Sales Manager
Escalation:	

PURPOSE OF JOB ROLE:

As part of the Sales team you will provide first class admin support to the Account Managers and Business Development Managers. This is a pivotal role within the team where you will facilitate the flow of quotes and sales ensuring Micron's high standard of customer service is always upheld and expectations are met and exceeded where possible.

You will be responsible for logging, tracking and chasing up quotes and annual renewals through phone calls and emails.

You will maintain and develop a thorough understanding of the products and services Micron offers, this knowledge is essential for providing excellent customers service.

KEY ACCOUNTABILITIES

Below, are a list of activities/duties generally involved in the role. The list is non-exhaustive, and the employee will from time to time be asked to fulfil other duties as directed by the Management Team.

- Raise, send and follow up quotes accurately in a timely manner and in line with internal procedures
- Contact existing customers to follow up outstanding quotes or contract renewals
- Complete sales handover to accounts
- Effectively deal with telephone and email enquiries, providing high quality customer service
- Provide admin support to Account Managers and Business Development Managers
- Maintain and develop your understanding of the products and technology sold by Micron
- Provide excellent customer service pre-and post-sell Effective communication with other teams in Micron to ensure orders are processed effectively and customers are updated regularly
- Administration of support and maintenance contracts, logging of paperwork, contract renewals etc.
- Answering telephones within the business, taking messages where necessary and or handling general enquiries
- Undertake any additional tasks as requested by Management

QUALIFICATIONS & EXPERIENCE

- Minimum 2 years' experience in a similar role as a Sales Administrator
- Experience processing orders
- Experience dealing with customers enquiries by phone or email in professional and friendly manner
- Good knowledge of MS Office – Word, Excel, Outlook

SKILLS & BEHAVIOURS

- Proactive, self-motivated and highly organised
- Excellent communication skills, verbal and written
- Ability to engage with clients on the telephone in a confident and professional telephone manner
- Good attention to detail
- Enthusiasm to improve knowledge levels at every opportunity
- Ability to prioritise and work on multiple tasks
- Excellent timekeeping and time management
- Supportive and helpful team member

TRAINING

During the course of your employment there will be the opportunity to carry out training to further increase your knowledge. The list below outlines what training is available for your specific role and will be discussed during your reviews.

Internal	
External	
Self-Study	

To be kept in staff file:-

I have read and understand all the contents of this job description. This job description describes the principal purpose and main elements of the job. It is a guide to the nature and main duties of the job as they currently exist but is not intended as a wholly comprehensive or permanent schedule and is not part of the contract of employment. Therefore, you may be required from time to time to carry out tasks requested by the Management/Directors.

Employee name: _____

Employee signature: _____

Date: _____

Directors signature: _____

Date: _____