
Sales Support Administrator

- Job title:** Sales Support Administrator
- Function:** Support the divisional sales team by managing customer related administrative tasks and supporting internal customer management processes.
- Lines of Communication:**
- Upwards – Divisional Managing Director
 - Laterally – Business Development Managers, Account Managers
- Hours of work:**
- 40 hours per week. Office based.

Duties

- Provide comprehensive administrative support to Business Development Managers and Account Managers, assisting with customer-related tasks, documentation, and follow-ups to ensure smooth service delivery.
- Monitor and track the sales process from initial engagement to business as usual account management, ensuring all necessary steps are documented and followed.
- Record and action items as a result of customer account review meetings.
- Resolve any issues or queries generated as a result of BDM customer meetings, working with shared service departments as necessary.
- Work closely with onboarding team to understand customer set up requirements, ensuring that customer administration across all systems is accurate.
- Maintain customer data on Ctrl Cloud and CRM systems and regularly review ensuring that all data related to clients, projects, and resources is accurate and up to date.
- Work closely with the operations department to ensure an excellent standard of after-sales service is provided.
- Record, track and provide accurate reporting of sales calls, visits and pipeline to DMD and sales team.
- Management of administration of rebrand projects.
- Develop and monitor performance indicators relating to customer group, creating relevant reports and information to Divisional Managing Director.

- Operate as the go-to person for any general incoming calls or emails, deputising for Account Managers as necessary.
- Collaborate with colleagues across the business to troubleshoot and resolve customer issues efficiently, escalating to Divisional Managing Director as necessary.
- Manage customer complaints, working closely with other departments to resolve issues including product returns, late deliveries, and faulty products.
- Report recurring issues and customer feedback to relevant teams to prevent potential churn and improve customer experience.
- Represent the company's mission, values, and voice in every customer interaction to ensure a positive experience
- Provide general administrative support to the team and the company as required.
- Adopt a 'right first time' approach to all actions and interactions.

Skills

- Ability to build strong relationships with colleagues and customers
- Strong numerical skills.
- Proficiency in Excel and MS tools.
- Confident working with database systems (CRMs, ERPs)
- Experienced with good understanding of working with sales teams and sales processes.
- Ability to work under pressure with pace and accuracy.
- Experience in problem solving and issue resolution.

Personal Attributes

- Must be self-motivated and able to work unsupervised.
- Exceptional organisation skills, able to plan and prioritise effectively.
- Articulate and able to communicate effectively at all levels, written and verbal, internally and externally.
- Great eye for detail and working with accuracy. Takes pride in own work.
- Natural at working collaboratively with own and wider team members.
- Proactive approach. Seeks out areas to add value to team and company.

Performance Indicators

- All meeting actions logged on CRM and all follow up tasks actioned
- Perform weekly back-order reports
- All standard reporting provided to customers within agreed timeframes
- Reports containing performance indicators for each customer to be produced for DMD, BDM and Account Manager
- Projects on time and meet customer expectations

Business Focus

Business Development	Researches and obtains quality business for the organisation by building and maintaining useful working relationships.
Team Results	Sets clear and challenging objectives, inspiring and encouraging high performance in teams and individuals. Reviews progress achieved, publicly and privately recognising achievement.
Personal Results	Sets oneself clear and challenging objectives in line with the company goals and individual KPI's and strives to achieve results.

People Focus

Communication– Verbal/ Written	Conveys accurate information effectively, using appropriate methods to reflect the needs of the audience and ensure understanding.
Developing People	Demonstrates a genuine interest in coaching and developing others and themselves in order to improve performance.

Personal Focus

Personal Organisation	Efficient in one's use of time and works in a well-structured way.
Self-Development	Takes responsibility for personal improvement, learning from experience and new situations.

Change Focus

Strategic Approach	Understands the long-term direction of Tower and works in conjunction with this.
Innovation	Thinks of and/or encourages new ideas, and is keen to experiment and see new ideas implemented

Analytical Focus

Information Gathering	Seeks the full range of relevant and accurate information in a methodical way.
Analysis and Judgement	Logically breaks down problems/situations into their essential parts and draws reasonable conclusions based on their analysis.

Quality Focus

Thoroughness	Is accurate, pays attention to detail and ensures tasks are completed on time.
Quality Conscious	Consistently works to a high standard and looks for ways to improve current working practises and processes.
Initiative	Takes appropriate action before being asked and actively finds solutions to problems.
Integrity	Shows support for Group Values – particularly demonstrating the highest levels of honesty and integrity.

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