



Job Title: Sales Administrator
Reporting to: Head of Sales (Telephony)
Direct Reports: 0

Job Band: Band 7
Size of Team: 54

To be responsible for and provide effective and efficient administrative support to the Telesales team through processing of bookings into MIS and orders into SAP to assist in the achievement of product and training business targets.

Key Responsibilities

- To accurately process bookings and orders into MIS & SAP as required. To review any accounts on SAP or MIS and ensure customer details are correctly maintained.
- To provide administrative support to the Telesales team on a day to day basis, including photocopying and printing documents as required.
- Refer any potential up, or cross selling opportunities to the appropriate person to follow up
- To organise and store paperwork, documents and computer-based information as appropriate.
- Meet the office service standards and key performance indicators for rapid turnaround of enquiries.
- To produce correspondence and documents in a format compliant with the St John Ambulance brand guidelines
- To devise and maintain office systems to ensure the most effective way of working at all times
- Maintain professional internal and external relationships that meet the organisations core values
- Liaise daily with Sales Order Processor and Sales Executives regarding bookings and orders.
- Maintain a detailed knowledge of the products and services offered within the team, ensuring the successful promotion of such by members of the team
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

You will

- Be able to work on your own initiative
- Have willingness to learn and adapt new skills
- Be flexible to meet the needs of the business



BE PART OF A LIFE SAVING TEAM



Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C) inc Maths & English		✓
Experience		
Experience of dealing with customers by telephone, fax, email and internet	✓	
Experience of sales order processing and data inputting	✓	
Background in service, business to business or direct marketing environment		✓
Skills, knowledge and abilities		
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
Ability to use Microsoft® applications at intermediate level	✓	
Ability to work with and maintain a high degree of accuracy and attention to detail	✓	
Ability to prioritise work	✓	
Positive and organised approach to work	✓	
Supportive, flexible and an eye for detail and accuracy		✓
Ability to work effectively as part of a team	✓	
Knowledge of first aid and related products		✓

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: KT

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