

# Sales Branch Administrator

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Function: (Sales/Admin)

Reports to: (Office Manager)

## Purpose

The work is varied and interesting involving all aspects of Service Branch sales/administration, therefore the ability to pay strict attention to detail is essential. Your previous experience of working within a busy office environment will ensure you have the skills to liaise effectively with our Engineers and provide a friendly and professional service to our customers.

Ideal candidates will be computer literate with accurate keyboard skills. Previous experience using Microsoft Office would be useful, but not essential as training will be provided as necessary. Good communication skills, both written and verbal are important attributes

## Key Responsibilities

### 1. General Administration

- To answer incoming calls from customers and engineers, call logging of callouts, dealing with general enquiries, general administration, liaising with engineers.

### 2. Business Development

Contribute to and where appropriate take the lead in continuous improvement activities that are required to further develop the branch or the business

- Contribute to the development of the branch business by:
- Liaising with National Contracts on invoice queries.
- Develop and maintain customer's debt.
- Make sure the team is aware of any customers exceeded budgets.

### 3. Customers

Ensure that the highest possible standard of customer service is maintained at all points of customer contact and in the services we are contracted to do.

- Maintain a high standard of customer service.
- Investigate the causes of complaints, this involves liaising with Managers and the administration team and to decide on an appropriate course of action and follow this through to a satisfactory conclusion – continuous improvements

### 4. Systems and Administration

Application of the Company's pricing, safety, quality, sales and other administration procedures outlined in our policy statements and QA procedures.

- To identify Quality Work Instructions and Work methods related to my position.
- Make sure that we work to our work instructions using the correct methods and paper work.

### 5. Financial

To identify invoicing problems and take appropriate measures to deal with them with other Managers or a CIT.

6. Health and Safety in and around the branch for our customers and members of the public with our documented Health and Safety policy and procedures.

- Ensure that a VDU assessment up to date.
- Inform the manager of any training issues which relate to the above.
- Monitor the housekeeping and working conditions ie Lighting, Ventilation etc.

### 7. Premises and Assets

Ensure that you help maintain company premises and assets at all times.

- To help maintain a safe environment.
- To keep housekeeping to a standard, and make change where necessary if needed.

- To ensure that all equipment is up to a safe and workable standard.

## 8. Sales Duties

Will assist the sales team with minor quotations

- To communicate with the sales team
- Update costs of materials for minor quotations
- Ensure correct delivery costs are added to maximise profit for the branch
- Update spreadsheets for NC and NR contracts.

*This list is not exhaustive and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the Business function.*

## Skills and Experience

- Previous experience of working within a busy office environment
- Computer literate with accurate keyboard skills
- Previous experience using Microsoft Office
- Good communication skills, both written and verbal are important attributes

## Personal Attributes and Behaviours

- Superb people management skills
- Excellent communication skills with the ability to interact at all levels and with different departments
- Calm & effective under pressure

## Managerial and Supervisory Responsibility

- Office Manager

## Relationships

### Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate technical complex and sensitive information.

### External

External agencies including suppliers and customers.

## Education and Qualifications