



Job Description

Job Title: Sales Administrator
Department: Sales Administration
Responsible To: Customer Service Manager

Overall Job Objective:

Responsible for providing a professional customer service to all Pritex Customers and accurately communicating customer needs within Pritex ensuring that the needs of the business and the customer are consistently met.

Main Duties:

- Builds and maintains a professional relationship with Pritex customers to ensure orders and enquiries are dealt with quickly and effectively.
- Uses EDI or other communication methods where appropriate to manage customer schedules/orders and promptly enters data onto the appropriate company software. Contract Review: ensure customer purchase orders are in line with Pritex quotations and terms and conditions; maintain Sales Project Summary sheets for specific new projects.
- Uses CRM to log and manage new opportunities; new specs (closed/won opportunities), engineering change requests from customers (business retention). Log and administer initial complaint from customer, ensuring all information has been provided.
- Continually liaises with the Production Management Team, Purchasing, Project Engineers and Business Development Managers to ensure accurate communication of requirements is maintained to and from the customer.
- Provides effective absence cover and support to other members of the Sales Administration team as required.
- Participates and contributes to internal and external meetings as required.
- Maintains up to date customer files, contact sheets and procedures to ensure ease of use for other members of the Sales Administration Team.
- Produces accurate and timely reports as required.
- Able to communicate to export customers in their native language (if role requirement)
- Visits customers, as required, to develop a greater understanding of their business and requirements.
- Supports the Customer Service Manager with any other ad hoc duties as required.
- Supports the training of all new starters to ensure they reach an acceptable standard within a set time frame
- Remains flexible to reflect the changing requirements of the business.
- Behaves in line with the Company's Core Values

Enjoy your work and be successful

Note: This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and is therefore subject to amendment.

Direct Reports:	None
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Last Updated:	Jan 2021
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