



Person Specification – Sales Administrator

Criteria	Essential	Desirable	How Measured
Education	<ul style="list-style-type: none"> • A level standard of education or equivalent experience • OCR CLAIT or equivalent • Good keyboard skills 	<ul style="list-style-type: none"> • 2nd Language preferably French or German. 	Certificates
Experience	<ul style="list-style-type: none"> • Previous Administration Role • Previous Customer Service Role • Excellent customer service • Computer Literate mainly Microsoft Office Suite • Accustomed to typing general correspondence 	<ul style="list-style-type: none"> • Experience of using a variety of different software packages • Reception & switchboard experience • The ability to handle disgruntled customers in a polite and professional manner. 	Application At Interview
Aptitude	<ul style="list-style-type: none"> • Ability to work under pressure • Ability to prioritise own workload & work with limited supervision • Ability to undertake multiple tasks • Strong interpersonal & communication skills • Good problem solving skills • Conflict Management Skills 	–	Application At Interview
Physical make-up	<ul style="list-style-type: none"> • Smart Appearance • Clear Speech • Confident, friendly nature • Mature Attitude 	–	At Interview

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