

JOB DESCRIPTION

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| Job Title: | Sales Co-ordinator |
| Salary: | £ |
| Location: | Coulton Instrumentation Ltd |
| Hours: | 37.5 (full time) |
| Reporting to: | Malvern Jones |
| Direct Reports: | None |

Main Purpose:

As a Sales Co-ordinator you will receive incoming sales enquiries for instrumentation and valve products by telephone and email, and direct these to the appropriate member of the Sales team.

You will be responsible for co-ordinating enquiries for your own range of products through to completion of order, including quoting for your products and processing sales and purchase orders to meet customers' needs.

You will be required to work closely with all departments to develop a good understanding of our systems and our customers, whilst building a general knowledge of our products.

Principal Tasks and Accountabilities

- Receive and accurately log customer sales enquiries for your product range onto our customer database.
- Take full details for any potential new customers to the Company and follow credit checking procedures prior to taking any orders.
- Sort and date stamp incoming mail. Allocate post items to the relevant person.
- Prioritise and prepare accurate quotations for your range of products. Issue with relevant sales literature to meet customer deadlines and Sales team quotation targets.

- Accurately enter all sales orders for your product range onto Sage and raise relevant paperwork for Accounts. Issue a customer acknowledgement and forward with a covering email and any relevant paperwork within two working days. Refer to procedure QP30 for Sales Order Review.
- Raise accurate and timely purchase orders with suppliers in accordance with laid down procedures QP40 and QP45. Maintain historical files for all closed purchase orders. Refer to procedure QP55.
- Be pro-active in progressing customer orders to completion and respond to customer progress enquiries within expected timescales.
- Be pro-active in notifying customers when there is a change in delivery date, or if there is any potential problem on a sales order.
- Check all purchase order acknowledgements within agreed authority limits or refer to the Technical Manager. Sign and date each page of an order acknowledgement after checking.
- Check all supplier invoices within agreed authority limits or refer to the Technical Manager. Sign and date each page of the invoice after checking. Pass invoices to the Managing Director for approval.
- Work closely with Stores in accordance with laid down procedures to ensure that customer orders are dispatched accurately and on time.
- Using the computer stock control system predict shortages of allocated products and recommend the placement of stock purchase orders to the Managing Director.
- Perform other duties and responsibilities as assigned by the Technical Manager and/or Managing Director.
- Maintain a clean and tidy workspace and work with the team to ensure that shared file storage and bookshelves are kept in proper order.
- Maintain reasonable levels of sales literature, instruction manuals, certification booklets and evaluation reports for your allocated products. Keep this documentation properly stored and identified on the literature shelves.
- Attend and positively contribute to Sales and Company meetings.
- Be aware of and observe your responsibilities under the Companies Health and Safety Policy and Fire Procedures.

- Be aware of and implement the Companies Quality Assurance Procedures.
- Working for a small SME you will be required to work collaboratively and flexibly to meet the overall needs of the business, as and when required.

1. Management

- Managing and prioritising day to day activities including quote, order and invoice deadlines.

2. Key Relationships

- All Colleagues at Coulton Instrumentation.
- Clients and external suppliers.

3. Scope of Authority

- Undertake daily duties within agreed parameters.

4. Resources

- Observe personal duty of care in relation to use of company equipment and resources in the course of own work.

5. Policies and Procedures

The post holder is required to:

- Adhere to company policies and procedures at all times.
- Take all reasonable steps to manage and promote a safe and healthy working environment which is free from discrimination.
- Comply with client confidentiality and the Data Protection Act 1988 as amended, relating to information held manually or on computer systems.
- Respect the confidentiality and privacy of clients and staff at all times.

This job description is designed to give you an overview of the main tasks and responsibilities for this position. As the Company evolves and grows over time this job description may be changed in consultation with you. You will be expected to embrace such changes, to work flexibly, and to rise to the challenge of developing your skills over time.

| PERSON SPECIFICATION: SALES CO-ORDINATOR | | | |
|--|-----------|-----------|-----|
| Requirement | Essential | Desirable | Met |
| Criteria 1: <i>Qualifications</i> | | | |
| GCSE Grade C or above in English Language and Mathematics | √ | | |
| Criteria 2: <i>Experience</i> | | | |
| General office administration | √ | | |
| Dealing with customers on the telephone and by email | √ | | |
| 3 years work experience in a product sales environment | | √ | |
| Managing several tasks at one time to meet deadlines | √ | | |
| Working within a team to meet agreed objectives and Sales targets | √ | | |
| Criteria 3: <i>Skills</i> | | | |
| Dealing with clients in a professional manner | √ | | |
| Prioritisation of work to meet deadlines | √ | | |
| Able to perform tasks to a high degree of accuracy and with attention to detail | √ | | |
| Able to convey information clearly both orally and in writing | √ | | |
| Criteria 4: <i>Knowledge</i> | | | |
| Knowledge of Access, Sage Line 50 and Sage Act | | √ | |
| Computer literacy, including use of email, Word and Excel | √ | | |
| Knowledge of SOP and POP systems | | √ | |
| Criteria 5: <i>Other</i> | | | |
| Conscientious, good team worker, cooperative, reliable, efficient, and diplomatic. | √ | | |
| Willingness to learn new skills | √ | | |
| Self –motivated | √ | | |
| Passionate about service delivery | √ | | |
| Able to balance your own needs with the needs of the business | √ | | |