

Sales Operations Advisor at Numatic International Ltd, Chard

About the role:

The Sales Operations Advisor will be responsible for providing internal administrative support across the sales operation and to new and existing customers. The role will be accountable for maintaining system data and keeping detailed electronic records of Company assets to include mobile phones and fleet vehicles. Responsibilities will include scheduling activities to ensure the Company operates a cost effective, compliant, fit for purpose and environmentally responsible fleet. Driving of vehicles for delivery of company equipment or supporting trade shows may be required.

You will act as the key liaison with internal and third-party persons on areas of mobile phones and fleet such as procurement, repair, maintenance, servicing and associated equipment ensuring all functions are carried out within rules and legal regulations.

Working to provide a high-quality level in service support the Sales Operations Advisor will positively represent the Numatic International brand acting proactively, whilst working in an office-based environment.

Main duties:

- Act as a point of contact for administrative support and all related activities to internal and external stakeholders, in person, via email, telephone and all other platforms in an effective courteous manner.
- Identify and assess internal and external customers' needs to achieve satisfaction, maximise all sales opportunities in line with UK commercial growth strategies.
- Use initiative and judgment; coordinate customer communications and all related activities including mailshots and email campaigns.
- Manage administrative lifecycle of Customer business agreements, rebates / incentives and associated processes.
- Liaise with external customers to support with reporting and data requirements, including pricing schedules, compliance certificates and item specification.
- Arrange, organise and co-ordinate meetings, agendas, travel arrangements and appointments as required, including organising and hosting customer factory visits.
- Maintain detailed electronic records of site mobile phones. Supporting issue resolution, asset replacement whilst co-ordinating with current service provider.
- Process and report company and legal requirements to include Waste Electrical and Electronic Equipment recycling (WEEE) and National Statistics.
- Provide operational support on sales systems and processes, assisting with issue resolution and system testing.
- Diagnose data issues and discrepancies across tools and systems; support with implementation solutions to improve data quality in a prompt and accurate manner.
- Draft documentation and guides relating to approved sales processes and create user guides for internal use.
- Maintain detailed electronic records of fleet vehicles, scheduling activities to ensure Numatic International operates a cost effective, fit for purpose environmentally responsible fleet in compliance with Company's operator's licence.
- Ensure all compliance with the Driver and Vehicle Standards Agency (DVSA) and company policies and procedures are update to date, relevant and adhered to, carrying out inspection on a regular basis.
- Organise tasks related to the fleet assets including, procurement, repair, maintenance and servicing of the vehicles, according to priority.
- Maintain schedules to ensure operational efficiency and all functions are carried out within established rules, legal regulations with minimal downtime.
- Coordinate vehicle registration, insurance and documentation of new and existing fleet vehicles.
- Manage the commissioning and decommissioning of vehicles with relevant leasing companies to ensure synchronisation of lease end / start dates.
- Manage external contractors to ensure best value, good service, collection and deliveries as appropriate.
- Ensure vehicles are secure when not in use and kept in an efficient operating condition, clean and presentable, both internally and externally.
- Administer fuel cards and GPS systems, regulate and monitor as required.

About you:

- GCSE Level 5 or above (GCSE grade A-C) in English and Maths or relevant work experience.
- Full clean driving licence.
- Desirable; customer services, administrator or secretarial studies.
- Demonstrable experience of working in a customer service, office-based role and/or the transportation industry.
- Experience of providing feedback to junior and middle management.
- Knowledge of rules and regulations, specific to role.
- Demonstrable experience in organising and time management.
- Demonstrable experience of showing ability to follow verbal and written instructions, read and comprehend written materials.
- Desirable; Previous experience of MRP system, Oracle and CRM system.
- Desirable: Knowledge and understanding of Fleet Operator Recognition Scheme.

Salary: £24,186.24 per annum

How to apply: Please send your CV and covering letter to jobs@numatic.co.uk

Closing Date: 14th October 2021

