

Sales Operations Advisor

DEPARTMENT: Sales

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 Sales Operations Advisor will carry out a diverse range of semi-routine tasks, whilst providing a focused and professional service, completing all tasks to a consistent, high-quality standard. Demonstrating prioritisation, flexibility, and problem-solving skills with little supervision, whilst contributing to the commercial growth of the business. Act as a liaison with internal and third-party stakeholders.

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. The Sales Operations Advisor will contribute to the work of the department and undertake a variety of sometimes difficult procedures that will support continuous improvement and contribute to the work of the department whilst supporting the celebration of local successes.

RESPONSIBILITIES:

- 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.
- Fully implement all office related changes to processes, methodology, environment, and practice within the department in a positive supportive manner.
- 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.
- Create, organise, and maintain systems and databases regularly.
- Support the design of new processes; gather requirements, test and roll-out to internal stakeholders.
- 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.
- Organise tasks related to the fleet assets including, procurement, repair, maintenance, and servicing of the vehicles, according to priority.

ABOUT YOU:

- GCSE Level 5 or above (GCSE grade A-C) in English and Maths or relevant work experience.
- 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.

Closing Date: 15/07/2022

SALARY: £24,549 per annum

How to apply: Please send your CV and Covering Letter to jobs@numatic.co.uk