



Sales & Customer Service Administrator Job Description

Job Title	Sales & Customer Service Administrator
Reports to	Customer Service Manager
Date Reviewed	October 2019

The Role

The Sales & Customer Service Administrator role will support the Customer Service and Sales functions of the company by interfacing with customers and internal colleagues across a multitude of customer centric business tasks.

Duties and Responsibilities

- Setting up new customers and pro-actively managing an effective on-boarding process
- Process and administer customer orders on SSL for the ICE Direct department by logging calls and monitoring through to successful delivery within established customer service level agreement:
 - Machines to be refurbished
 - Machines to be hired
 - Trade machine movements
- Administering the enquiries and questions from the various portals in consultation with the ICE Sales Team, including:
 - eBay
 - HSS One call / Brenda
 - Forklift International
 - Trade counter (ICE website)
 - Refurbished machines (ICE website)
- Answering calls and liaise with customers regarding updates on refurbished machines as the conduit for the end user and the workshop
- Manage requests for hire equipment, from quotation through to delivery and collection.
- Accurately report the sales figures in appropriate format for sales forecasting purposes.
- Update the ICE Direct stock list daily and publish to the KAM's weekly
- Update and use Service Smart Lite as intended in order to ensure that the hire equipment stock levels can always be accurately reported
- Administer stock movements and consignment numbers from Pallex, Acclaim and DPD to customers via eBay and Forklift international to ensure we have an above standard rating on the portals



- Raise invoices following successful delivery of equipment and liaise with the accounts department on pro-forma and payment receipts, ensuring trade accounts are paid.
- Arrange dispatch of machinery via courier supplier portals for international deliveries.
- Work with our internal colleagues based at various Hubs and business centres to establish stock availability and to ensure that orders are dispatched/delivered on time and in line with customer expectations
- Maintain customer records within SSL to ensure maintenance/capture of key customer information (contact details, site details, PA due dates etc)
- Creation of customer quotations and proposals
- Contribute to wider team activity such as PDI
- Account manage specifically assigned accounts, as well as deliver against wider team action

Skills

- Skilled at managing work-flow within tight time-scales
- Will promote a positive attitude in the role and with all colleagues.
- Educated to GCSE level or above with a grade C (or equivalent) pass or above in English and Maths
- NVQ/SNVQ qualifications
- Previous experience in a similar role/environment
- Competent user of Microsoft Office Applications
- Compliant
- Strong communicator- excellent telephone manner
- Customer-centric
- Organised
- IT literate
- Performance focused
- Resilient

Equal Opportunities

Our company are an equal opportunities employer and welcome applications from all suitable qualified persons regardless of their sex, marital status, disability, religion, creed, colour, race, nationality, ethnic origins or social background, or are disadvantaged by conditions or requirements that cannot be shown to be justifiable.

If you are successful and are invited to an interview, you should ensure that you bring with you to the interview the correct documentation to confirm your right to work in the UK e.g. your passport (current or expired) or birth certificate with a letter confirming your national insurance number.

Due to the large volume of applications received, we are unable to respond to every application. If you have not heard back from us within 14 days of your application, unfortunately, on this occasion, your application has been unsuccessful, but we would like to take this opportunity to wish you every success in your future job search.