



Closing Date: Friday 22nd May 2015

JOB SPECIFICATION

Title: Office Administrator

Reporting to: Sales Office Manager

Salary: DOE

Based: Mitcham, Surrey

Role Description:

- Primarily responsible for sales orders being input/processed onto the system.
- Communicate with customers (both verbal and written) regarding order queries, stock shortages and amendments.
- Generating Quotes/Proformas (as well as processing card payments when necessary).
- Checking of sales orders after entry onto Sage to ensure correct products / quantities / discounts entered.
- To work within the stock office team assisting and contributing in all aspects of the daily processes.
- To Work with the team in keeping internal records of customer issues via CRM System.
- Meet key performance objectives / key performance Indicators as defined by Manager.
- Adhoc tasks such as providing assistance in other areas such as Transport when required.

Key Performance Indicators:

- Ensure that all returns / collections are input on CRM and maintained.
- Ensure all orders are processed and checked to the required standard.
- Ensure timely resolution of customer care issues.
- Ensure good communication of customer care issues throughout the organisation.
- Reduction in data entry / departmental errors.
- On time in full delivery performance.