



JOB DESCRIPTION

Role:	Sales Administrator	Role Created:	February 2024
Department:	CATS	Last Updated:	February 2024

REPORTING STRUCTURE

Reports to:	Head of Sales/Operations Director	Direct Reports:	N/A
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MAIN PURPOSE OF THE JOB

To forecast, develop and deliver sales and profit through excellence in the ownership and development of customer relationships, and coordination and communication with all internal teams, provide administrative support to the CATS team and ensure high quality delivery and service of the end-to-end sales and fulfilment process.

KEY RESPONSIBILITIES

- Promote and embed the business aim for quality.
- Develop and maintain long-term relationships with customer accounts, meeting their needs in line with company goals and all sales/profit targets.
- Monitor and manage customer requirements for PPMs, fuel deliveries, interceptor cleans, and all other general works provided by the Company.
- Provide administrative input/complete any tendering processes as required.
- Review all jobs in (TBR) in Synergist ERP (excluding OFTEC/Interceptor Inspections) and add the opportunity if necessary for uplift for the appropriate Sales Account Manager.
- Effectively communicate customer requirements and specifications to all required internal teams.
- Contribute to ensuring customers receive products and services right the first time.
- Be a point of contact for customers and provide an excellent service and excellent problem/complaint resolution.
- Upload reports to all client portals, update internal trackers and submit to the client; ensure Maximo is monitored with opportunities added for the appropriate handler to quote.
- Respond to relevant client requests, including requests for additional reporting.
- Forecast and track customer account service progress and associated metrics, providing reports as required, and ensuring delivery in line with agreed specifications.
- Maintain and monitor the fuel sample inbox, adding opportunities for the appropriate handler.
- Create and maintain appropriate trackers for medium to large accounts (contracts with 5+ sites)
- Collaborate with the wider sales/accounts team to reach and convert prospective customers.
- Provide timely and accurate quotations, tracking and updating the status as the sales progresses/closes.
- Provide input/complete any tendering processes as required.
- Service multiple clients concurrently, meeting deadlines.
- Ensure all close out processes are completed for customer jobs and services, including timely invoicing and payment.
- Develop a good understanding of the business's products and services to be able to identify how they will best address the problems customers are seeking to resolve.
- Contact customers to inform them about new developments in the Company's products and services.

- Undertake any training required by FSS for organisational development.
- Adhere to all health and safety and compliance policies and procedures.
- Remain GDPR compliant consistently.

KNOWLEDGE, SKILLS & EXPERIENCE

- Customer-focused.
- Strong communication skills; written and verbal.
- Strong communication skills.
- Experience working with a CRM system.
- IT application skills in MS Office.
- Ability to build rapport quickly and communicate effectively with all levels of the organisation.
- Strong focus on controls and processes.
- Strong commercial acumen and credibility.
- Able to maintain confidentiality.
- Integrity & honesty.
- Self-motivation & self-discipline.
- Results orientated.
- Accuracy and attention to detail.
- Sensitive to the requirements of the organisation.
- Confident and assertive.
- Good time management and the ability to prioritise.

As the business never stands still, your role will be required to evolve in line with changing business needs and so will be reviewed on a periodic basis. The above list of responsibilities is not exclusive or exhaustive and you will be required to undertake such tasks as may reasonably be expected within the scope of the role.

SIGN OFF ACTION	NAME	SIGNED	DATE
Job Description Approved			
Role Holder			
Direct Line Manager			