

**JOB DESCRIPTION**

The Networking People Ltd

**Sales Administrator**

Responsible to: Commercial Director

Salary: £17,500 to £19,000 (plus benefits) dependent on experience

**OVERVIEW**

We are looking for an enthusiastic, hardworking and highly organised individual to join our dynamic growing company.

The candidate should have excellent people & communication skills and experience in a sales office environment.

**MAIN FUNCTION**

The candidate will act as a dedicated admin resource for the Commercial Team within TNP and will have a broad range of responsibilities focused around the smooth operation of sales administrative functions such as preparing quotations, managing customer communications, processing customer orders, updating customer portals, assisting with the preparation of marketing/conference collateral and handling webstore and website queries (non-technical). The candidate will need to maintain excellent communication with suppliers and customers and be prepared to deal with complex queries.

**SPECIAL CONDITIONS**

None

**CONTACTS**

Name/organisation	Reason	Approximate Frequency
Commercial Director or nominated representative	Day to day management, directions & instructions	Daily
Commercial Team	Day to day assistance	Daily
TNP Internal	Team work	Daily
Customers & Partners	Handling telephone and email enquiries and processing orders	Daily
Suppliers	Placing, tracking, managing & chasing orders	As Required

## MAIN DUTIES

1. Acting as a point of initial contact for customers and suppliers
2. Liaising with suppliers, obtaining quotes & assisting with deal registrations
3. Preparing customer sales quotes, managing customer communications, processing customer orders & updating customer portals
4. Arranging internal and external meetings and taking minutes where required
5. Tracking of customer contracts and assisting the renewal of these
6. Handling webstore and website queries
7. Framework reporting
8. Answering telephone & email enquiries and contacting customers & suppliers as required
9. Ensuring all documents are scanned, saved and filed appropriately
10. General admin assistance for TNP Commercial Team
11. To maintain high levels of professional conduct, including but not limited to, cooperative engagement in tasks set, the exercising of initiative to suggest through line managers improvements to the service provided, and clear and professional styles of communication at all times
12. Day-to-day support of internal and external projects including liaising with other parties as necessary
13. Such other duties appropriate to the grade as may be directed by the Board of TNP or its nominated representatives

## Person Specification

Criteria	Essential / Desirable	Application form / Interview
Ability to communicate effectively with internal staff, external customers and suppliers	Essential	Application Form / Interview
Experience of general day to day office administration (including minute taking)	Essential	Application Form / Interview
Experience of using Microsoft Word & Excel, with the ability to learn new software applications to retrieve and present data from information systems	Essential	Application Form / Interview
Excellent communication & presentation skills, both written and verbal coupled with an ability to maintain confidentiality	Essential	Application form / Interview
Enthusiasm and a demonstrated capability for problem solving, with an ability to identify, prioritise and focus on key issues	Essential	Application form / Interview
Ability to work both independently and as part of a team, with minimum day-to-day supervision	Essential	Application form / Interview
Commitment to approaching tasks proactively with flexibility and completion to a high quality of workmanship	Essential	Application form / Interview
Experience of managing and prioritising a diverse workload, to meet deadlines and to work under pressure	Essential	Application form / Interview
Experience of working in a customer facing role	Essential	Application form / Interview
Commitment to undergo further training	Essential	Interview
Experience in the use and administration of CRM systems	Desirable	Application Form / Interview
Experience within the IT/telecoms industry	Desirable	Application Form / Interview
Experience of a technical sales environment (ideally managed services or similar)	Desirable	Application Form / Interview
Experience in administration of websites/e-commerce	Desirable	Application Form / Interview