

Sales Coordinator

The role of the Sales Coordinator is to provide an efficient and effective administrative support to the Sales & Marketing team and to provide an excellent level of customer service in line with current Company Procedures.

Sales Coordinator responsibilities

- Key contact for selected customer accounts UK and overseas, as directed by the Sales & Marketing Manager
- To have a proactive relationship with the Business Development Managers and internal departments to ensure customer enquiries are responded to promptly and professionally within agreed timescales
- To administer the process of customer enquiry, requests for quotations, and sales order process in accordance with current company procedures
- Prepare quotations and proposals where required with supporting cost, delivery and technical details
- Ability to look at technical drawings and match them to stock codes and understand the relevance of the different drawing numbers.
- Proactively chase quotations due to expire and identify and record reasons for lost opportunities
- To follow set procedures with regard to the measurement of delivery performance to customers, providing regular order updates outlining potential problems
- Regular review of order book in line with departmental KPI metrics
- Process export licence applications and administration in accordance with company policy and compliance
- To maintain an efficient filing and data management system
- To provide administrative support to the Business Development Managers and Business Unit Manager
- To provide support to marketing activities as directed by the Sales & Marketing Manager

Sales Coordinator requirements:

- Determination to take on challenges and the belief in one's own abilities and strengths
- Appropriate understanding of IrvinGQ organisation, strategy, products/capabilities and branding
- Appropriate understanding of the market IrvinGQ operates in including competitors, their products and customers
- Ability to understand and operate within relevant IrvinGQ policy and processes
- Knowledge and utilisation of other functional activities, processes and roles in support of business activity
- Ability to plan, manage, develop and sustain strong customer relationships through the delivery of a consistent positive customer experience, to maximise the business value

Required qualifications / experience to demonstrate competence in role

- IT Literate, possessing a working knowledge of Microsoft Office packages with specific experience in the use of Excel spreadsheets
- Proven experience of providing a higher level of administrative support whilst working under pressure
- Experience of customer service and associated administrative tasks
- Excellent general communication, presentation and interpersonal skills
- Experience of dealing with customer complaints and achieving dual party resolution
- Proven ability to work as part of a team or on own initiative as required
- Flexible and able to adapt to change
- Highly organised with sound administration skills
- Ability to work under pressure adhering to deadlines

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- Pro-active approach to work – ability to build relationships with internal departments
- Keen eye for detail with a low margin of error
- Hard working, motivated, positive and enthusiastic
- Ability to follow instructions and processes and to use own initiative to complete tasks
- Ability to take responsibility for actions and ensure accuracy of work undertaken
- Marketing experience desirable
- Well versed in using Social Media desirable

Location: Bridgend

Salary: £25 - £30K depending on experience

Contract: Permanent

Hours: 36 per week

Benefits: Pension Salary Sacrifice Scheme, Cycle to Work Scheme, Life Assurance, Company Sick Pay, Corporate Eyecare vouchers

You may have experience of the following: Sales Executive, Account Executive, Sales Manager, Account Manager, Account Management, Business Development Manager, Business Development Executive, Customer Service, Relationship Management, Sales, Inbound, etc.

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