

Sales Coordinator

About the Role:

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

Sales Coordinator Primary Responsibilities:

- Key contact for selected customer accounts UK and overseas, as directed by the Key Account 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 cross reference stock codes to drawing numbers 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

Sales Coordinator Requirements:

Essential Qualifications and skills

- IT Literate, possessing a working knowledge of Microsoft Office packages with specific experience in the use of Excel spreadsheets.
- Determination to take on challenges with the belief in one's own abilities and strengths.
- An appreciation and understanding of IrvinGQ organisation, strategy, products/capabilities and branding as well as the market in which it operates 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.
- 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.
- Motivated, positive and enthusiastic with the ability to build relationships with internal departments.
- Ability to take responsibility for actions and ensure accuracy of work undertaken with a keen eye for detail.

Our Benefits Include:

- Pension Salary Sacrifice Scheme.
- Life Assurance Scheme.
- Company Sick Pay Scheme.
- Tea & Coffee provided.
- Onsite parking.
- Corporate Eyecare vouchers.
- Cycle to Work Scheme.

About Us:

IrvinGQ is a world-leading supplier of parachutes, aerial delivery systems and naval decoys to customers around the world. We create innovative products that our customers know they can rely on in highly challenging conditions where there are no second chances. Our systems must work right first time, every time. If you want to be part of a collaborative and supportive team that helps customers achieve their goals through great engineering that stands out from the crowd and are looking for your next challenge, then we want to hear from you.

Location: Bridgend

Contract Type: Permanent

Hours: Full Time, 36 per week

Salary: £27,000 - £30,000 depending on experience

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