



Job Description – Sales Administrator

JOB TITLE:	Sales Administrator	DATE:	February 2021
DEPARTMENT:	Sales	PREPARED:	QHSE Manager
LOCATION:	Aberdeen	APPROVED:	Director
REPORTING TO:	Sales & Service Director		

1. ROLE STATEMENT

As Sales Administrator you will play a key role in supporting the sales team, processing all sales-related paperwork and liaising directly with both new and established customers whilst adhering to EnerQuip’s QHSE standards, responsibilities, policies and procedures.

2. MAIN RESPONSIBILITIES

- Processing capital equipment sales orders from order through to delivery.
- Follow up on telephone, e-mail or website enquiries to determine the customers exact requirements.
- Raise capital equipment quotations, sending them to clients and following up.
- Communicate important feedback from customers internally.
- Maintain and update sales and customer records.
- Ensure sales targets are met and produce monthly reports.
- Arrange shipping as and when required.
- Follow up with customers to make sure they are satisfied with a particular product.
- Deal with any customer complaints and ensure they are resolved as necessary.
- General sales administration and department secretarial duties.
- Ensure that the Quality, Health and Safety and Environmental Management Systems are followed and any problems, perceived or real are reported.
- Carry out any other duties as directed by a Director.

3. KNOWLEDGE, SKILLS, EXPERIENCE & REQUIREMENTS

- Proven experience within a sales team, preferably with manufacturing background.
- Experience with CRM software preferred.
- Excellent communication, organization & negotiation skills.
- High dedicated and a team player.
- Ability to work in a safe and effective environment with minimum supervision.

4. KEY MEASURES

- QHSE performance.
- Competency.
- Level of customer satisfaction.

Signed By: _____ Printed Name: _____ Date: _____