

ROLE DESCRIPTION

COMPANY: Lymington Precision Engineers Co Ltd (Senior PLC Group)

JOB TITLE: **SALES ADMINSTRATOR**

REPORTING TO: **CUSTOMER SERVICE MANAGER**

LOCATION: Based at LPE, Gosport Street, Lymington, Hampshire, SO41 9EE

PURPOSE OF THE JOB:

The Sales Administration team is the interface between LPE customers and internal departments. We build relationships and deal effectively with all customers to manage expectations appropriately with the objective of achieving outstanding levels of customer satisfaction. We provide a high-quality professional service using agreed processes and to the required standards.

Key Responsibilities

- Processing incoming customer orders, according to correct procedure, ensuring all details are recorded accurately prior to production commencing.
- Acknowledging customer orders, ensuring all systems reflect agreements made.
- Progressing customer requests with internal departments.
- Producing all necessary dispatch paperwork to enable completed items to be delivered to the Customer in adherence to their requirements and agreed timelines.
- Using our internal ERP system (IFS) in the monitoring of sales & deliveries and ensuring the Customer Account Manager is made aware of any issues that may have a negative impact on the Customer.
- Providing administrative support where required, which involves but is not exclusive to, the typing of quotations & other Customer correspondence, filing, photocopying, scanning, retrieving drawings, document management & reception cover.

You are expected to work with the minimum supervision and may be expected to deal with other duties as appropriate to your skill set and ability. This is an outline of your duties and responsibilities, it is not intended to be an exhausted list and may change from time to time to meet the changing needs of the business. The job description will not form part of your contract of employment.

PERSON SPECIFICATION

Knowledge and Experience	
Essential	Desirable
Experience of working with customers	Experience of handling a variety of customer interactions which may include sales, service, complaint handling
Good working knowledge of MS Word & MS Outlook.	Experience of dealing with customers over the phone
Works well under pressure	Experience working within a manufacturing environment
Excellent communication & interpersonal skills	Working knowledge of Material Requirements Planning (MRP) Systems
Great organisational skills and initiative.	
Qualifications	
Essential	Desirable
Minimum 4 GCSEs A - C or equivalent to include English & Maths	