
We are looking for a self-driven and highly motivated *Sales Operations Administrator* to join our Sales Operations Team as part of the Assisted Living & Health Care BU.

As a *Sales Operations Administrator*, you will take responsibility to assist the Sales Office Supervisor with sales orientated tasks which would benefit both customers and field sales professionals.

Key Responsibilities:

- Support the Sales Office Supervisor
- Provide admin support for the field sales personnel
- Respond to customer enquires
- Actively monitor and action sales related mail inboxes
- Register & Coordinate Jontek Maintenance Renewals
- Coordinate Jontek Project Invoicing
- Register & Coordinate Tynetec Maintenance Renewals
- Register & Coordinate SIM & SIM Based Products Renewals
- Validate Incoming invoice of SIM Subscriptions
- Maintain and record market and customer information within CRM system
- Demonstrate a high level of customer service
- Provide clear and concise reports to the Sales Office Supervisor as and when required
- Abide by the Legrand Core Values and Code of Ethics and strive to meet and exceed the Group's Corporate Social Responsibility (CSR) commitments.

Job Competencies/Key Skills:

- Driven and focused to work on own initiative
- Minimum of one-year internal sales office role
- Must have a strong Customer service ethic
- Demonstrate a high level of customer service
- Be able to communicate effectively with both written and oral methods such as emails, phone calls etc
- Be flexible to both business and industry changes
- Well organised and able to prioritise and multitask
- Self-motivated and capable of dealing with fast moving and varied events which are demanding
- Excellent time management and project management skills
- Well-developed communication and interpersonal skills and able to deal with people at all levels both in and outside the business
- The confidence and presentation skills to advise all staff and senior management on operational issues
- Computer literate with the ability to use Microsoft Office suite of applications, Word and intermediate Excel skills, specifically, spreadsheet capability
- Able to exert discretion
- Able to analyse complex situations and give balanced well considered decisions

Conditions:

- Reporting to: Fiona Martin – Sales Office Supervisor
- Hours: Monday to Friday, 09:00Hrs – 17:00Hrs
- Base Location: Blyth WorkSpace NE24
- Other work locations: Birmingham
- Type of role: permanent – subject to 6 months probationary period
- Salary: discuss during interview
- Group Personal Pension Plan: up to 5% employer contribution available from start day
- Holidays: 25 days/year
- Other Benefits: Employee Assistance Programme through EIC, Life Assurance Cover, Bike to Work Scheme, Staff Sales, Eyecare Vouchers (VDU), Flu Vaccination, Healthcare Cashplan, Hotel and Car hiring discounts



Sales Operations Administrator

Assisted Living & Health Care

Applications by CV and covering letter to:

Fiona Martin – Sales Office Supervisor fiona.martin@legrand.co.uk

Closing Date: Friday 21 May 2021

Legrand UK is committed to Equal Opportunities and Diversity