

Job Title: **Sales Administrator**

Reporting to (Title): **Sales Office Supervisor**

Department/Business Unit: Assisted Living/Healthcare

Base Location: **Blyth**

Other Work Location/s: Birmingham

Overall Job Purpose:

To assist the Sales Office Supervisor with sales orientated tasks which would benefit both field sales professionals and customers.

Key Duties:

- Support the Sales Office Supervisor
- Provide Admin Support the field sales personnel
- Respond to customer enquires
- Actively monitor and action sales related mail inboxes
- Register and create CMP Accounts & Upload Files
- Manage & Record Various Customer Satisfaction Surveys
- Register & Facilitate Customer Complaints with Quality Department
- Lead on Commercial Invoices for ROI and overseas shipments
- 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 Manager 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's 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.

Applications by CV and covering letter to:

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

Closing Date: Tuesday 22 June 2021