



Internal Sales Administrator

(Reporting To: Divisional Sales Manager)

Main purpose of role

To be the point of contact and to provide excellent customer service, offer solutions and promote products and services to our customers.

Main Duties:

1. Provide excellent customer service.
2. Work with designated area customers and both External and Internal, to maximise sales opportunities and the customer experience.
3. Process quotations, customer orders, product returns, payments, and credit notes onto our system in a timely manner.
4. Answer the phone, and answer emails to assist customers or potential customers regarding their enquiries.
5. Correctly inform customers of product availability and delivery status of orders through to successful delivery.
6. Liaise with purchasing, warehouse, and logistic functions to ensure an efficient order delivery service.
7. Facilitate Hire and Service needs for your customers.
8. Proactive telesales to existing database of customers.
9. Record communications on Customer Relationship Management system.
10. Record customer feedback/issues on Customer Case Management system and work with colleagues across departments to ensure maximum customer satisfaction.
11. Assist colleague's customers when needed.
12. Promote featured product offers.
13. Perform additional ad hoc tasks as required by the Company. The duties listed are not exhaustive.

Skills Required:

- Good organisation skills with attention to detail.
- Excellent communication skills.
- Ability to perform in a fast paced, environment.
- Empathetic with a Positive, team orientated focus.

Experience:

- 1 to 2 years' customer service experience in a similar role.
- Experience of computer applications such as Microsoft Office, Email, and Internet.
- Experience of Sage/CRM would be an advantage.

Qualifications:

Leaving Cert

Core Competencies:

- **Customer Focus-** Demonstrate a high standard of customer service, striving to exceed the customer's needs, both internal and external. Takes Responsibility for problems and queries and ensures the customer is satisfied. Is polite and courteous and builds rapport with customers.
- **Communicating Effectively-** Demonstrates the ability to communicate clearly at all levels, verbally and in writing. Is clear concise and easy to understand. Seeks others' views and encourages contributions. Ensures information reaches the relevant people and that messages are understood.
- **Team working** - Develops positive working relationships with colleagues. Offers advice and assistance when required. Sharing knowledge and experience. Contributes to team effectiveness.
- **Results Orientation Including Planning and Organisation** - Demonstrates the ability to achieve results, changing direction as and when necessary. Can plan and organise workstation and daily tasks to assist performance and achieve objectives. Manages the delivery of service daily. Identifies what needs to be achieved and develops plans to deliver optimum results within constraints. Monitors progress adjusting plans when required. Keeps organised and accurate records.
- **Contributing to the future of the organisation** - Is motivated to play a role in the organisations business. Is enthusiastic about the direction of the company and supports changes to achieve company aims. Seeks to develop own role and career and seeks to learn and develop new skills and knowledge. Goes beyond the defined role.