



## **SALES ADMINISTRATOR**

**Location:** Commotion Ltd, Commotion House, Morley Road, Tonbridge, Kent TN9 1RA  
**Department:** Customer Service Team  
**Report to:** Customer Service Manager  
**Salary:** £20-24,000, dependent on experience  
**Hours:** 08.30 – 17.00 Monday to Friday  
**Benefits:** 20 days annual leave plus bank holidays; Workplace Pension Scheme; Group Life Assurance Scheme; Company Permanent Health Insurance Scheme

### **Main Objective:**

To deal with incoming UK, European & Worldwide customer enquiries, orders, sales and shipments. Provide assistance with day-to-day operations of the Customer Service Team, reporting to the Operations Director.

### **Principal Duties:**

#### **Manage the process of orders from start to end to include:**

- Input customers' sales orders
- Receive and process all incoming customer's enquiries, quotations, returns etc.
- Make freight enquiries and obtain competitive quotes
- Book deliveries / arrange collections for shipments when required
- Liaise with warehouse operatives concerning customer orders
- Keep customers informed of order status
- Send out appropriate samples to customers
- Complete relevant paperwork for customers for customs declaration when required
- Process invoicing

#### **Other Duties & Responsibilities:**

Provide cover and assistance for colleagues in the Customer Service Team, to include:

- Undertake any duties that are reasonable and within your ability as requested by the management
- Carry out any further duties necessary to increase the efficiency and effectiveness of the Customer Service Team, implement/improve procedures/processes in the department
- Customer liaison – ensure customers are happy. Respond to requests/queries with a reasonable timeframe
- Report key issues to management as appropriate

#### **Preferred Skills / Experience:**

The successful candidate will require the following skills:

- Excellent administration
- Attention to detail
- Workload management – ability to prioritise
- Customer service experience
- IT/Data input experience
- Export experience (an advantage)
- Languages – Spanish (an advantage)

For enquiries or to apply please email [lisa@commotion.co.uk](mailto:lisa@commotion.co.uk)