

Proposed Position Description

Sales Support Specialist

Position Title:	Sales Support specialist	Hours: 40hrs a week minimum	Full time Monday – Friday 7.30am -4.30pm
Reports to: Sales Manager	Sales Director	Location:	Greymouth
Start date:	TBC	Department:	Sales & Admin
Primary Purpose of Position			
We are looking for a confident and organised sales superstar to join our sales department and providing impeccable customer service to our nationwide customers. Your responsibilities include back up support for our key account managers, sorting quotes, customer inquiries, telemarketing among other administrative duties.			

Key Responsibilities & Duties (What are the regular duties of the position?)
<p>Major responsibilities include but are not limited to:</p> <ul style="list-style-type: none"> • Answering customer inquiries, scheduling meetings, sales appointments and following up with customers about their order status. • Review pending orders and specific customers' requests to ensure excellent customer service and customer experience. • Inform key accounts managers of any issues which may affect the customer, for instance shipping delays, out of stock merchandise or unexpected supplier price increases. • Support key account managers to set up accounts, Workpack Express client set up, data entry (staff lists), using our system Pipe Drive and use of accredo. • Day to day management of key accounts, updating special pricing, sorting website enquiries etc and answering phones • Resolve all customer inquiries, complaints, and issues from beginning to end and within an acceptable time frame. • Telemarketing. • Creating and processing orders in a timely manner, processing requests for urgent orders, and reviewing pending orders and customer requests to ensure customer satisfaction. Following up with customers for administrative purposes, and providing troubleshooting assistance for orders, account statuses, and other problems. • Meet company and personal KPI's. <p>Sales & Admin Support Requirements:</p> <ul style="list-style-type: none"> • Administration and high-volume office work may be advantageous. • Strong analytical, organisational, and time management skills. • Excellent team working, motivational, interpersonal, communication, and customer service skills.

- The ability to multitask and quickly switch your focus.
- Computer literacy skills (Word, Excel. PowerPoint).
- Good computer skills.
- Enjoy working as part of a team

Performance Standards

- Tidy in all areas
- Accurate with attention to detail
- Organised
- Punctual

General

- Work without constant supervision
- Be effective and meet deadlines
- Meet all requirements of employee contract
- Implement company policies if required

Employee benefits

- Being part of a dedicated team and providing a nationwide service. We celebrate successes together with delicious meals cooked by management for reaching milestones, achieving monthly targets and new records.
- 2 Week closedown over Christmas period.
- We celebrate with an end of year lunch.
- Staff receive a generous Christmas gift from management.
- Other benefits include a generous staff discount on all our brands.
- Flexibility around work hours.

This is a full-time term Monday - Friday position

Hours to be discussed with a Minimum of 40hrs a week.

This is an exciting opportunity with potential for growth in the role.

If you feel you are ready for the challenges and rewards of this position, please email:

mark@westlandworkgear.co.nz

Please include a cover letter, your CV and contact details of your referees.