General purpose of role:

Providing support to the Directors, Sales team and Delivery team and ensuring continuous improvement in this area to aid growth.

Responsibility for looking after working counter and answering all incoming calls and making outgoing sales calls.

Generating quotations and sales orders on the bespoke internal system.

Key Accountabilities:

Sales Support
• Answer all calls.
• Meet/ greet visitors.
• General admin duties including all filing
• Deal with problems and resolve as they arise
• 20 cold / warm calls / a day minimum
• 10 courtesy calls a day minimum
• Use Social media with call to action
• Create interesting social media posts.
• Maintain database
• Book deliveries and collection
• Work with workshop team to create delivery notes when works completed.
• Take debit card payments
• Report weekly on all sales activity
• Responsibility for sending new account forms to new customers and ensuring return.
• Any additional get stuck in tasks required if needed
• System administration including updating customer & suppler pricelists

Professional Skills Experience:

Essential:
• Strong coordination/administrative experience (2 years minimum)
• Proven ability to learn new systems & contribute to continual improvement
• Strong working knowledge of MS Office: Word, Excel & Outlook
• Used to supporting multiple team members simultaneously
• Excellent telephone / in person skills

Personal attributes:
• Extremely well organised with great attention to detail
• Lively, bubbly, confident.
• Process driven
• Ability to multitask and prioritise
• Driven, Self-starter, Proactive, Highly motivated with sense of initiative
• Ability to deal with clients, staff and suppliers at varying levels
• Be focused & efficient at solving problems
• Ability to find information, persistent tenacious • Good communicator
• Lives within easy commutable distance of Reading

Not Essential (but definitely a bonus):
• Previous lighting or electrical experience, through a wholesaler, or a retailer
• Experience of financial administration of projects, including but not limited to processing supplier invoices and queries.

- Tech/Social Media friendly
- Experienced in setting up and maintaining various reporting in excel