

JOB DESCRIPTION



Name:

Job title: Sales Support

Reporting to: Managing Director

Revision date: September 2021

Job Summary

This is a key role within a small and committed team. You will be responsible for order processing from various channels plus supporting the field sales team and managing your own tele-sales calls. Additionally, you will be responsible for various administrative and data processing tasks to ensure the smooth running of the sales function of the company.

Key Accountabilities – Sales Support

Process trade orders received from customers and sales team via phone, email, EDI and post.

Answer and field incoming calls.

Handle customer order and product queries.

Manage 'orders' and 'sales' email inboxes.

Request purchase orders for incoming trade orders if necessary and manage release of same.

Manage release of 'held' orders.

Handle all overseas trade and public orders including arranging and costing shipping.

Manage Cash with Order customers – processing orders and taking payment before despatch.

Prepare back order release schedule and manage release process.

Manage weekly order release system.

Handle all specific customer/order related special instructions eg booking in.

Process public orders and deal with associated queries/despatch arrangements.

Prepare sales presenters for field based sales team.

Prepare sales/product reports for trade customers/sales team as required.

Update sales orders based on product status changes.

Maintenance of individual customer price/product lists.

Maintain and progress customer prospects database.

Key Accountabilities – Sales Support
Update monthly catalogue with new titles, price changes etc
Print and distribute monthly Letters and Catalogues as per mailing schedule.
Assist with content management and product administration for field sales system.
Handle customer facing aspects of Special Order Service.
Provide tele-sales support and carry out routine stock check calls to assist field sales team.
Manage a range of tele-sales customers and report on same.
Assist with marketing duties where necessary eg social media posts.
Preparation of sales materials for trade shows.
Provide admin/sales support to field sales team and senior management.
Provide ad-hoc support plus holiday cover to wider sales office.

Required Skills & Attributes	
Academic/Technical Qualifications	<ul style="list-style-type: none"> • SCQF Level 4 Maths (or equivalent). • SCQF Level 4 English (or equivalent)
Knowledge and Experience	<ul style="list-style-type: none"> • Full training will be given but a background in sales/sales support-based roles will be beneficial. • Experience in a commercial environment will be beneficial. • Have experience of taking customer orders, tele-sales calls and upselling or similar customer facing role.
IT Skills	<ul style="list-style-type: none"> • A high level of computer literacy is essential. • Total familiarity with Microsoft Word, Excel and Outlook is necessary. • The ability to pick up new programs and systems easily.
Personal capabilities	<ul style="list-style-type: none"> • Be a thorough and diligent individual with good attention to detail. • Be able to process orders quickly and accurately. • Have a procedural mind and be able to work through processes systematically. • Be able to work well under your own initiative and under direction managing your time effectively to ensure deadlines are met. • Be able to manage multiple priorities simultaneously and have a good memory for where projects are. • Have a good memory and be able to quickly recollect individual customer requirements and stock profiles.

Required Skills & Attributes	
Communication Skills	<ul style="list-style-type: none"> • A high level of verbal and written communication skills. • An upbeat and friendly telephone manner. • Confidence with letter writing, email and telephone communication. • The ability to communicate effectively with team members at all levels including senior management. • Able to build rapport with many different types of people and adjust approach accordingly.
Attitudes and Behaviour	<ul style="list-style-type: none"> • Be approachable and genuinely want to help. • Enjoy talking and interacting with people. • Have a desire to increase skills and knowledge base. • Take pride in your work and take satisfaction in playing an important part in your organisation. • Feel comfortable making recommendations and helping customers with buying decisions. • Have the ability and desire to deliver exceptional customer service.

Lomond Books Ltd General Information

Position:	Sales Support
Location:	12-14 Freskyn Place, East Mains Ind Est, Broxburn, EH52 5NF
Hours of work:	9am - 5pm Monday to Friday with half hour paid lunch break.
Start date:	Immediate.
Contract type:	Permanent.
Salary:	£19,000 - £20,000 pa depending on skills and experience.
Salary reviews:	Cost of living salary increases awarded annually based on company performance.
Probationary period:	12 months with a review at 6 months.
Holiday entitlement:	20 days annual leave plus 9 public holidays. Long service holiday award accrued up to 25 days after 5 years' service and a maximum 28 days annual leave after 10 years' service.
Pension scheme:	Eligible to join after 3 months service.
Sick pay scheme:	Staff will qualify for sick pay after one years' service.
Staff discount scheme:	Generous discount for staff on retail prices of stock.
Dress code:	Casual.
Office facilities:	Fully equipped kitchen with free tea, coffee and milk. Ample free on-site parking. Electric vehicle charge points available on site.