



Experts in the Garage Equipment Industry

SALES 0844 249 8104 • SERVICE 0844 249 8100 • SPARES 0844 249 8102

JOB DESCRIPTION Customer Sales Administrator/Advisor

Purpose of Rule: To support the sales team and provide excellent sales administration and customer service selling Gemco's total product and service proposition.

Responsibilities

- Generating sales leads and production of detailed quotations
- Monitor leads and conversion rates
- Following up enquiries and making necessary customer appointments for sales staff
- Sales support at exhibitions if required
- Achieving sales and margin targets
- Processing of customer orders, invoices and associated admin tasks
- Liaising with other departments to fulfil our obligations to our customers
- Assist in preparation of tenders
- Monitor order book
- Inbound telesales activity
- Handling of customer complaints and escalating where necessary
- Other adhoc duties

Key Performance Indicators:

- Sales and margin targets
- Customer complaints
- Lead generation and sales conversion rates

Reports To: Sales Office Manager

Qualifications & Requirements:

- Good working knowledge and experience of capital garage equipment and related services
- Knowledge of legislative requirements
- Ability to work under pressure to achieve targets
- Ability to work under own initiative and as part of a team
- Excellent levels of communication, dealing with colleagues and customers at all levels
- Positive "can do" attitude towards solving problems
- Knowledge of the regions geography
- Financial awareness
- IT literacy
- Willing to progress further within the organisation

Location: Northampton (however there may be a need to travel if required).

Annual Holidays and Benefits: 25 days annual holidays plus statutory bank holidays, pension and life assurance.

Interested in this position, please apply in writing with your CV to zoe.bell@gemco.co.uk

