Cotteswold Dairy

Job Title:	Sales Office Administrator
Department:	Shropshire Office
Base Location:	Shrewsbury
Relationships:	Customers and Internal Departments
Responsible to:	Shropshire Manager

The Team Cotteswold Purpose:

At the heart of a responsible and sustainable dairy community

JOB DESCRIPTION

Overview:

Delivering excellent customer service, this dynamic role involves dealing with a large number of incoming calls and emails from customers to take sales orders and input these into the computer system for processing.

Main Duties & Responsibilities:

- Processing sales orders received via emails, faxes and phone calls
- Checking that all orders have been correctly input onto the computer system
- Liaising with customers/depot staff regarding customer orders and delivery issues
- Liaising with stock control
- Answering general enquiries as required
- Providing cover for Reception including answering the switchboard
- Organising run-outs as required
- Investigating customer credit on their account and action as appropriate
- Working to daily and weekly deadlines, to ensure distribution of products at the correct times
- Assisting in ensuring the correct distribution of invoices
- Taking part in ad-hoc projects

- Contributing to a positive working environment
- Any other duties as required by Senior Management

Skills (Essential):

- Experience of delivering excellent customer service and ensuring queries or complaints are handled in a timely manner
- An understanding of the importance of exceeding expectations, and a desire to deliver excellence in all service areas
- An exceptional telephone manner
- Strong organisational skills with the ability to prioritise and work to deadlines
- Professional and clear communications skills, both verbal and written
- Ability to adapt positively and assist with new processes and procedures
- A 'can do' attitude with a commitment to seeing tasks through to completion
- Ability to work as part of a team and be able to multi-task
- Strong interpersonal skills
- Ability to work to tight deadlines
- The ability to use initiative and remain calm under pressure
- Ability to think creatively in order to improve the customer experience
- Have attention to detail and the ability to input data accurately
- Keenness to develop and receptive to training
- Adaptable

Skills (Desirable):

- Experience in a Sales environment
- Strong IT skills including MS Word, Excel and Outlook