



Job Title:	Sales Office Administrator
Department:	Tewkesbury Office
Base Location:	Tewkesbury
Hours:	40 hours per week - Monday to Friday (08:30 – 17:00) Regular Saturday working (08:00 – normally 14:30). When a Saturday is worked, a day off in the week is given. Bank Holidays are worked on a rota basis.
Relationships:	Customers and Internal Departments
Responsible to:	Sales and Customer Service Manager
Responsible for:	None

JOB DESCRIPTION

Established in 1938, Cotteswold Dairy is one of the UK's leading independent, family-owned dairies. We support local farmers and communities by delivering the freshest, finest quality products and first class customer service.

Team Cotteswold:

At Cotteswold Dairy we recognise that we will achieve far greater success working as a team, with empathetic people management and valuing each other, our staff and our customers.

The aim of 'Team Cotteswold' is to give a disciplined and determined effort to value everyone and everything and as a consequence make the Company the first preference for employees and customers alike over the long term.

The Team Cotteswold Purpose:

Being at the heart of a responsible and sustainable dairy community

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;

Cotteswold Dairy



- 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;