



<b>Job Title:</b>	Sales Office Manager
<b>Department:</b>	Sales Office
<b>Base Location:</b>	Tewkesbury
<b>Hours:</b>	40 hours per week, five days across Monday to Saturday
<b>Relationships:</b>	All departments & depots
<b>Responsible to:</b>	Commercial Manager
<b>Direct Reports:</b>	Sales Office Team

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## 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:

At the heart of a responsible and sustainable dairy community

### Overview:

The Sales Office Manager will oversee the efficient and accurate processing of all incoming customer orders, whilst monitoring and driving customer service levels through leadership of the Sales Office team. The role will ensure the all customer queries, complaints or concerns are dealt with in a timely and professional manner, whilst delivering excellent communications through the business and to our customer base. As the first line of contact for the company, an excellent rapport will be developed with our key accounts.

Through the development and implementation of best practices and operating procedures, service levels will be monitored and delivered with consistency through the leadership of the Sales office team. Liaising with and influencing our operational departments, you will achieve a consistent and recognised first class service within the industry

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### Main Duties & Responsibilities:

- Developing and implementing a robust reporting framework for key customer service performance indicators
- Driving our service levels and making recommendations based on data and experiences
- Effective monitoring and control of orders, sales and invoicing
- Responsible for the efficient operation and leadership of the Sales Office
- Maintenance and accuracy of customer database and pricing files
- Ensuring the accuracy of customer orders, deliveries and invoicing
- Route cause analysis of any customer complaints/concerns

# Cotteswold Dairy



- Reacting to any issues and making improvements to prevent reoccurrence
- Build a rapport with our key wholesale accounts as the first line of contact for the company
- Keeping accurate records of discussions or correspondence with customers
- Liaising with Sales/Marketing and customers regarding promotions
- Liaising with and influencing other Departments within the Company to drive service levels
- Reporting of service level KPI's to the Senior team
- Flexibility to meet the needs of the business and cover of Sales Office when required

## **The Requirements:**

### **Essential:**

- Professional Office Manager with experience of managing teams
- Strong interpersonal and management skills, able to motivate and engage the team
- A strong confident decision maker with a proactive approach and positive demeanour
- Experience of developing sustainable internal & external relationships
- Possess excellent planning and organisation skills, strong IT focus and an eye for detail
- Strong communicator, both verbal and written with the ability to influence at all levels
- Trustworthy with a high work ethic and able to self-motivate and work independently
- An understating of and ability to not only adhere to our purpose and values, but the ability to demonstrate these at all time and inspire others to follow

### **Competencies:**

- Problem Solving
  - Pro-actively solve problems and issues, with creative solutions
- Communication
  - Strong ability to communicate at all levels in the organisation
  - Excellent written and oral communication skills
- Business Acumen
  - Strong commercial business acumen
- Team Work
  - A team player with a positive and flexible attitude
  - Takes responsibility for personal development, and continued professional development