

# job description

**Job Title:** Sales Support Executive

**Department:** Merchandising

**Location:** Banbury

**Reporting to:** Sales Manager

**Purpose of role:**

To support and process customer account orders and ensure sales targets are achieved to an agreed customer service level.

**Key Accountabilities:**

- To achieve and increase sales and customer service targets set by Manager
- Communicate all stocking needs and process fulfilment within 48 hours, stock and payment permitting
- IFS (internal system) – including sales process, customer returns, reports, stock control fulfilment, setting up parts, setting up projects, internal sales orders, etc
- Assist in research for business development
- Ensure all customer files and CRM is updated daily
- Communicate all despatch and out of stocks to client within 48 hours
- Obtain all on-event and show information from each client to assist stock planning
- Assist with attending events, as required
- Assist with projects and controls on website and sponsor sites
- Work with Sales/Business Development Manager to improve marketing and sales with clients
- Prepare for monthly meeting with Manager to assess targets
- Co-ordinate weekly sales meeting to give 15 minutes overview of your accounts
- The running of regular reports regarding customer orders, the production of meeting notes, letters to suppliers, etc
- Maintain best working practice at all times in line with the departments systems policy

- Provide cover for sickness/holiday periods, other customer accounts, etc
- General support to merchandising team, as required
- Achieve growth targets per client

	<b>Essential / Desirable</b>
<b>Knowledge / experience</b> <ul style="list-style-type: none"> <li>• Previous experience working with a sales environment to targets</li> <li>• Experience in sales administration</li> <li>• Experience within a merchandise environment</li> </ul>	<b>Essential</b> <b>Essential</b> <b>Desirable</b>
<b>Specific job skills / abilities</b> <ul style="list-style-type: none"> <li>• Computer literate, including Microsoft Excel, Word, Outlook, and also effective database management</li> <li>• Good stock control understanding</li> <li>• Commercial awareness</li> </ul>	<b>Essential</b> <b>Essential</b> <b>Desirable</b>
<b>Interpersonal skills</b> <ul style="list-style-type: none"> <li>• Effective team worker</li> <li>• Flexible attitude in carrying out different types of work</li> <li>• Self-motivated</li> <li>• Communication skills</li> <li>• Excellent attention to detail</li> </ul>	<b>Essential</b>
<b>Values</b> <p>Must display the following values at all times:</p> <p>Can do        Must possess a positive attitude and display the ability to identify alternative solutions to problems</p> <p>Relentless    In exceeding customer expectations and continually exceeding goals</p> <p>Rigorous      A commitment to achieving the best solutions</p> <p>Creativity     Endeavour to find new ways of doing things and learn from past experiences</p>	<b>Essential</b>